

SERIAL 04173 S COMPUTER TRAINING PROVIDERS (NIGP 92091)

DATE OF LAST REVISION: September 14, 2006 CONTRACT END DATE: January 31, 2009

CONTRACT PERIOD THROUGH JANUARY 31, 2009

TO: All Departments

FROM: Department of Materials Management

SUBJECT: Contract for **COMPUTER TRAINING PROVIDERS (NIGP 92091)**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **January 05, 2005**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

SF/mm
Attach

Copy to: Clerk of the Board
 Jan Neal, CIO
 Mirheta Muslic, Materials Management

(Please remove Serial 02029-AZ from your contract notebooks)

SPECIFICATIONS ON INVITATION FOR BID FOR: **COMPUTER TRAINING PROVIDERS**
(NIGP 92091)

1.0 **INTENT:**

The intent of this solicitation is to define the general requirements of, and to identify the most qualified providers of these services for Maricopa County. Training shall be provided, as required, at both the contractor's location and various County locations. It is the intent of the County to make multiple awards, to ensure the most complete coverage, which may be required. Awards shall be made to those respondents who are determined to be the most qualified, and provide a "full line" training package as required by the County. The County reserves the right to add providers, for competitive reasons, and to meet the needs of the County. No services shall be provided without a valid purchase order.

- For reasons of clarification and understanding the below listed statements are offered:
- **"End Users"**. "End-users" is defined as those individuals who are using the PC in a non-technical, business area. This "desktop" or "end-user" training is *not* geared for those individuals that are information technology professionals such as programmers, network technicians, etc. This training will be for **personal computer based software** such as word processing, spreadsheet, database, graphics, operating systems, Web browsers, etc., primarily for the Microsoft or WordPerfect products. The platform is IBM compatible PC's (no Apple).

In a **classroom setting**, either the vendor's classroom, or a Maricopa County classroom and be conducted by an experienced computer instructor. This type of training is often referred to as "instructor led" training. This training will be **'hands-on'** meaning that each student will have a dedicated PC with the software they are learning, to use in the classroom. It is expected that the student will receive a **training manual** after each training class with the exercises performed and an explanation of the concepts that were covered in class. The Contractor shall furnish all labor, materials, and equipment necessary to perform the work required. In the case that the training is conducted in a Maricopa County classroom, the requesting Maricopa County department will furnish the computer equipment, tables, etc.

In a **"self-paced"**, **"computer-based"** or **"web-based"** environment, with no instructor present, either by installing the training programs on County servers/PCs or through web-access. Courses will be AICC or SCORM compliant and trackable through the County Learning Management System.

- **"Technical professionals"**, as defined as those individuals are responsible for support in a technical area. This training is geared for those individuals that are information technology professionals such as programmers, network technicians, etc. This training includes such course topics as system administration, programming, etc. for Microsoft, Cisco, Linux and other platforms.

In a **classroom setting**, either the vendor's classroom, or a Maricopa County classroom and be conducted by an experienced computer instructor. This type of training is often referred to as "instructor led" training. This training will be **'hands-on'** meaning that each student will have a dedicated PC with the software they are learning, to use in the classroom. It is expected that the student will receive a **training manual** after each training class with the exercises performed and an explanation of the concepts that were covered in class. The Contractor shall furnish all labor, materials, and equipment necessary to perform the work required. In the case that the training is conducted in a Maricopa County classroom, the requesting Maricopa County department will furnish the computer equipment, tables, etc.

In a **"self-paced"**, **"computer-based"**, **"web-based"**, or **"eLearning"** environment, with no instructor present, either by installing the training programs on County servers/PCs or through web-access. Courses will be AICC or SCORM compliant and trackable through the County Learning Management System.

2.0 **TECHNICAL SPECIFICATIONS:**

2.1 **Company Profile** - Attachments “A1” and “A2”.

VENDOR ATTACHMENT “A1”:

PART 1: Vendor is required to state their qualifications including number of years the company has been in the computer training business AT ANY LOCATION.

PART 2: For training in a “**classroom setting**” only: Vendor must state how many years the company has been in the computer training business IN THE PHOENIX AREA (includes Tempe, Scottsdale, and all surrounding cities as well). The following questions pertain to THIS LOCATION OF THEIR OPERATION: How many full and part-time instructors they employ with the average number of years, rounded down, of general computer training they have. Vendor should separate average number of years for their full-time instructors and their part-time instructors with the average number of years, rounded down, of IBM compatible, computer training experience for the MS Windows Graphical User Interface they have. Vendor should separate average number of years for their full-time instructors and their part-time instructors. Information about the size of their staff, including number of management, administrative and sales staff is also requested. The vendor should state any certifications held by software manufacturers.

VENDOR ATTACHMENT “A2”:

Vendor is requested to attach any sales brochures, narratives, or other information that describes their business and their approach to training that will assist the evaluation committee in understanding their business. This is particularly necessary for those vendors offering “self-paced”, “computer-based” and/or “web-based” training. This information should be labeled Attachment “A2”.

2.2 **References** - Attachment “B1” and “B2”

VENDOR ATTACHMENT “B1”:

Vendor is required to provide a list of a minimum of five (5) reference accounts within Maricopa County, including the names and telephone numbers for contacts familiar with the vendor’s performance. Attachment “B1” is to be used for this purpose.

VENDOR ATTACHMENT “B2”:

In addition, vendor shall provide a current listing of at least ten (10) customers within Maricopa County. This listing will include the number of years that customer has been utilizing the training services of the vendor. Attachment “B2” is to be used for this purpose.

2.3 **Training Personnel Experience** - Attachments “C1” and “C2” are only required for training in a classroom setting.

VENDOR ATTACHMENT “C1”:

Resumes of a minimum of six (6) and up to a maximum of ten (10) key instructors are required. The resumes must include the number of years of training experience in these specific software products as well as other requested information. Attachment “C1” MUST be used for this purpose.

VENDOR ATTACHMENT “C2”:

In addition, vendors are requested to attach supporting resumes and label them Attachment “C2”.

2.4 **Facilities** - Attachment “D1” (for training in a “classroom setting” only)

VENDOR ATTACHMENT “D1”:

Vendor shall state if he/she has access to classrooms/training rooms or if Maricopa County must provide such facilities. If vendor is able to instruct at a Maricopa County site, then vendor must state any classroom requirements. Attachment “D1” must be used for this purpose.

2.5 Photographs - Attachment “E” (for training in a “classroom setting” only)

VENDOR ATTACHMENT “E”:

Vendors are required to submit photographs of their training site(s) and label the photographs with their location(s). A minimum of one training room per location is to be photographed. These should be labeled Attachment “E”.

2.6 Training Specifications – Attachments “F1”, “F2”, “F3” F4” and “F5”

Vendor may bid on all or part of the topics listed in this section 2.6 in this RFP. Vendor shall list all courses they offer. Preference may be given to vendors with proven established course offerings.

In addition (but not as a replacement for filling out the form), Vendor should attach a complete flyer, pamphlet, catalog or brochure of computer courses offered (like the ones that many vendors regularly send to customers) to these as Attachment “F5”.

VENDOR ATTACHMENT “F1”: CLASSROOM SETTING

For **End-User training (also considered “Desktop”)**: Responses should include, but are not limited to the following end-user topics:

- Introduction to the PC
- Internet *
- Microsoft Access
- Microsoft Excel *
- Microsoft Outlook *
- Microsoft PowerPoint
- Microsoft Project
- Microsoft Publisher
- Microsoft Visio
- Microsoft Windows
- Microsoft Word
- Pagemaker

VENDOR ATTACHMENT “F2”: “SELF-PACED”, “COMPUTER-BASED”, “WEB-BASED”

For End-User training (also considered “Desktop”): Responses should include, but are not limited to the following end-user topics:

- Introduction to the PC
- Internet
- Microsoft Access
- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Project
- Microsoft Publisher
- Microsoft Visio
- Microsoft Windows
- Microsoft Word
- Pagemaker

VENDOR ATTACHMENT “F3”: CLASSROOM SETTING

For Technical training: Responses should include, but are certainly not limited to the following end-user platforms and topics:

- .NET
- Cisco (various)
- Crystal Reports *
- Dreamweaver

- Exchange
- HTML
- InfoPath *
- Linux
- Microsoft Windows
- SharePoint Portal Server
- SQL server *
- VBA programming
- XML

VENDOR ATTACHMENT “F4”: “SELF-PACED”, “COMPUTER-BASED”, “WEB-BASED”

For Technical training: Responses should include, but are certainly not limited to the following end-user platforms and topics:

- .NET
- Cisco (various)
- Crystal Reports
- Dreamweaver
- Exchange
- HTML
- InfoPath
- Linux
- Microsoft Windows
- SharePoint Portal Server
- SQL server
- VBA programming
- XML

2.7 Training Manuals - Attachment G

VENDOR ATTACHMENT “G”:

Vendor is required to supply three (3) student training manuals for review. These manuals should be for Excel Intermediate level, Word Intro level, CrystalReports and Visio (reproducible as copyright laws permit) If the manual is for training in a classroom setting, Vendor should indicate on the manual if it is for a 4 hr. course, 8 hour course, etc. These should be labeled Attachment “G”.

2.8 Course Descriptions and Outlines - Attachment H

VENDOR ATTACHMENT “H”:

Vendor is required to supply course descriptions and outlines for those courses indicated with an “*” above in section 2.6. Vendor should indicate how many hours of training each of these course outlines represent. Upon contract award, it is requested that the selected vendor provide course outlines for all of their courses in Word XP or 2003 format.

2.9 Policies and Philosophies - Attachment I

VENDOR ATTACHMENT “I”:

Training department policies and structure regarding course length, maximum number of students per course, cancellation policy and penalties, training materials used, employee pricing, custom courses, help desk/telephone support, repeating a course, etc. are required. Attachment I must be used for providing this information.

2.10 Pricing -

VENDOR ATTACHMENTS “J1”, “J2”, “J3”, “J4”, “K1”, “K2”, “K3”, “K4”, and “L1”:
(for training in a “classroom setting” only)

Attachments J1 and J2 are used to submit their pricing for END USER training at a Maricopa County site. Attachments J3 and J4 are used to submit pricing for TECHNICAL training at a Maricopa County site. (See note below for alternative pricing method)

Attachments K1 and K2 are used to submit their pricing for END USER training at the VENDOR site. Attachments K3 and K4 are used to submit pricing for TECHNICAL training at the VENDOR site. (See note below for alternative pricing method)

VENDOR ATTACHMENT “L”:

Attachment L is used to submit pricing for “Self-paced”, “Computer-based”, and “Web-based” training.

NOTE ATTACHMENTS FOR ALTERNATE PRICING METHODS IN LIEU OF ATTACHMENTS J1, J2, J3, J4, K1, K2, K3, K4; NAMELY L1, L2, L3, L4, M1, M2, M3, M4: IF VENDOR WISHES TO COMPLETE ATTACHMENT L for END-USER or TECHNICAL TRAINING at either a COUNTY or VENDOR site *instead* of Attachments J and K, this IS PERMISSIBLE by completing Attachments L1, L2, L3, L4, M1, M2, M3 and M4.

2.11 Other Products and Services - Attachment N

Vendors are encouraged to offer and identify any additional services that are available to Maricopa County and the % off of their list price for such services. Attachment L will be used for this purpose. VENDOR IS REQUESTED TO PROVIDE THIS INFORMATION. THIS ATTACHMENT WILL NOT BE INCLUDED IN THE EVALUATION PROCESS.

2.12 **VENDOR ATTACHMENT “O”**

Attachment O is used to submit pricing for PeopleSoft training.

2.13 Attachments -

ALL ATTACHMENTS ARE REQUIRED AND SHALL BE COMPLETED BY THE RESPONDING VENDOR. RESPONSES RECEIVED WHICH ARE NOT “COMPLETE” MAY BE DEEMED “NON RESPONSIVE” AND NOT CONSIDERED FOR AWARD.

2.14 USAGE REPORT:

The Contractor shall furnish the County a quarterly usage report delineating the acquisition activity governed by the Contract. The format of the report shall be approved by the County and shall disclose the quantity and dollar value of each contract item by individual unit.

2.15 TAX:

No tax shall be levied against labor. Bid pricing to include all labor, overhead tools and equipment used, profit, and any taxes that may be levied. It is the responsibility of the Contractor to determine any and all taxes and include the same in bid price.

2.16 DELIVERY:

It shall be the Contractor’s responsibility to meet the County’s training requirements, as they are determined. Maricopa County will make reasonable adjustments to training schedules, if conflict exists. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

3.0 **SPECIAL TERMS & CONDITIONS:**

3.1 CONTRACT LENGTH:

This Invitation for Bids is for awarding a firm, fixed price purchasing contract to cover a four (4) year period.

3.2 OPTION TO EXTEND:

The County may, at their option and with the approval of the Contractor, extend the period of this Contract up to a maximum of two (2), one (1) year options. The Contractor shall be notified in writing by the Materials Management Department of the County's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period.

3.3 ESCALATION:

Any request for reasonable price adjustments must be submitted thirty (30) days prior to the Contract expiration date. Justification for the requested adjustment in cost of labor and/or materials must be supported by appropriate documentation and fall within the Producer Price Index for the commodity. Increases are subject to approval in writing by the Materials Management Department prior to any adjusted invoicing being submitted for payment.

3.4 EVALUATION CRITERIA:

The evaluation of this Bid will be based on, but not limited to, the following:

3.4.1 Compliance with specifications

3.4.2 Price

3.4.3 Determination of responsibility

The County reserves the right to award in whole or in part, by item or group of items, by section or geographic area, or make multiple awards, where such action serves the County's best interest.

3.5 FACILITIES:

During the course of this Agreement, the County shall provide the Contractor's personnel with adequate workspace for training sessions, and such other related facilities as may be required by Contractor to carry out its obligation enumerated herein, in the case the County requests the training be conducted in a County facility.

3.6 INDEMNIFICATION AND INSURANCE:

3.6.1 INDEMNIFICATION

To the fullest extent permitted by law, CONTRACTOR shall defend, indemnify, and hold harmless COUNTY, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the acts, errors, omissions or mistakes relating to the performance of this Contract. CONTRACTOR'S duty to defend, indemnify and hold harmless COUNTY, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting therefrom, caused by any acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes CONTRACTOR may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

3.6.2 **Abrogation of Arizona Revised Statutes Section 34-226:**

In the event that A.R.S. § 34-226 shall be repealed or held unconstitutional or otherwise invalid by a court of competent jurisdiction, then to the fullest extent permitted by law, **CONTRACTOR** shall defend, indemnify and hold harmless **COUNTY**, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or resulting from **CONTRACTOR'S** work or services. **CONTRACTOR'S** duty to defend, indemnify and hold harmless, **COUNTY**, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, injury to, impairment or destruction of property including loss of use resulting therefrom, caused in whole or in part by any act or omission of **CONTRACTOR**, anyone **CONTRACTOR** directly or indirectly employs or anyone for whose acts **CONTRACTOR** may be liable, regardless of whether it is caused in part by a party indemnified hereunder, including **COUNTY**.

The scope of this indemnification does not extend to the sole negligence of **COUNTY**.

3.6.3 **Insurance Requirements.**

CONTRACTOR, at **CONTRACTOR'S** own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of **COUNTY**. The form of any insurance policies and forms must be acceptable to **COUNTY**.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of **COUNTY**, constitute a material breach of this Contract.

CONTRACTOR'S insurance shall be primary insurance as respects **COUNTY**, and any insurance or self-insurance maintained by **COUNTY** shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect **COUNTY**.

The insurance policies may provide coverage, which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to **COUNTY** under such policies. **CONTRACTOR** shall be solely responsible for the deductible and/or self-insured retention and **COUNTY**, at its option, may require **CONTRACTOR** to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

COUNTY reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. **COUNTY** shall not be obligated, however, to review such policies and/or endorsements or to advise **CONTRACTOR** of any deficiencies in such policies and endorsements, and such receipt shall not relieve **CONTRACTOR** from, or be deemed a waiver of **COUNTY'S** right to insist on strict fulfillment of **CONTRACTOR'S** obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name **COUNTY**, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against **COUNTY**, its agents, representatives, officers, directors, officials and employees for any claims arising out of **CONTRACTOR'S** work or service.

3.6.3.1 Commercial General Liability. **CONTRACTOR** shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for **CONTRACTOR'S** operations and products.

3.6.3.2 Automobile Liability. **CONTRACTOR** shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to **CONTRACTOR'S** vehicles (including owned, hired, non-owned), assigned to or used in the performance of this Contract. If hazardous substances, materials, or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

3.6.3.3 Workers' Compensation. **CONTRACTOR** shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of **CONTRACTOR'S** employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

CONTRACTOR waives all rights against **COUNTY** and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by **CONTRACTOR** pursuant to this agreement.

In case any work is subcontracted, **CONTRACTOR** will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of **CONTRACTOR**.

3.6.4 Certificates of Insurance.

3.6.4.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

3.6.4.2 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF CONTRACT.**

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of **CONTRACTOR'S** work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to **COUNTY** fifteen (15) days prior to the expiration date.

3.6.4.3 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

3.7 PROCUREMENT CARD ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize a procurement card that may be used by the County from time to time, to place and make payment for orders under the Contract. Contractors without this capability may be considered non-responsive and not eligible for award consideration.

3.8 INTERNET ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize the Internet to place orders under this Contract. Contractors without this capability may be considered non-responsive and not eligible for award consideration.

3.9 INQUIRIES AND NOTICES:

All inquiries concerning information herein shall be addressed to:

MARICOPA COUNTY
DEPARTMENT OF MATERIALS MANAGEMENT
ATTN: CONTRACT ADMINISTRATION
320 W. LINCOLN ST.
PHOENIX, AZ 85003

Administrative telephone inquiries shall be addressed to:

STAN FISHER, SENIOR PROCUREMENT CONSULTANT, 602-506-3274
(sfisher@mail.maricopa.gov)

Technical telephone inquiries shall be addressed to:

Jan Neal, Maricopa County CIO Office, 602-506-5899

Inquiries may be submitted by telephone but must be followed up in writing. No oral communication is binding on Maricopa County.

3.10 SUBMISSION PRICE CLARITY:

For reasons of clarity all submissions of pricing (Attachment A) shall be priced in the same unit (size, volume, quantity, weight, etc.) as the bid specifications request. Submissions (bids) failing to comply with this requirement may be declared non-responsive.

3.11 INSTRUCTIONS FOR PREPARING AND SUBMITTING BIDS:

Bidders are to provide one (1) original "hard copy" (labeled) and five (5) copies (labeled as copy) . Additionally, a complete recap of all courses, is required to be submitted on a CD.(see instructions on Attachment A "pricing page) Bidders are to identify their responses with the bid serial number, title and return address to Maricopa County, Department of Materials Management, 320 West Lincoln, Phoenix, Arizona 85003. **A corporate official who has been authorized to make such commitments must sign bids.**

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ☒ YES ☐ NO

WILL YOUR FIRM ACCEPT A PROCUREMENT CARD FOR INVOICE PAYMENT? ☒ YES ☐ NO

IF YES, MAY THE COUNTY TAKE ADVANTAGE OF DISCOUNTS OFFERED BY YOUR FIRM IN THIS BID/RFP WHEN PAYING WITH A PROCUREMENT CARD? ☒ YES ☐ NO

INTERNET ORDERING CAPABILITY: ☒ YES ☐ NO _____% DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ☒ YES ☐ NO

PRICING SHEET S073708/B0608675/NIGP 92091

**Section 2.9
ATTACHMENT I
Policies and Philosophies**

- 1 Class format in hours excluding lunch hours. If multiple formats, please list, as 4 hr., 7 hr, etc. 7 hours

Most classes are full day but we also offer
Labs and Seminars that are anywhere from 2
hours to multiple days
- 2 Maximum number of students per course 24 in classroom
We have done events with over
100 people per session
- 3 Do you normally offer 4 hour classes in your regularly scheduled advertised course offerings? Yes ☐ No ☒
- 4 Local telephone/help desk support? Yes ☒ No ☐
 If Yes, for how many months after they attend? _____
- 5 How is scheduling handled? (i.e., through sales rep, through schedulers, etc.)

Via the website registrations or call into a Education Consultant
who then submits registration upon agreement with student
- 6 Whose course materials do you use?

Microsoft Official Curriculum
Cisco Authorized Curriculum
Novell Authorized Curriculum
Citrix Authorized Curriculum
Red Hat Linux Authorized Curriculum
Interface Optimized Material
Interface Labs Manuals
Customized Material
- 7 Would you offer this same pricing for employees who pay for the training themselves? Yes ☒ No ☐
- 8 Do you have the ability to 'customize' courses? Yes ☒ No ☐
- 9 What is your policy (including financial penalties) on refunds?

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

- Cancellations: 4-6 Weeks before class no charge
1 week before class –50% charge
-
- No Shows: 100% Charge or rescheduled
within same week
-
- Customer Dissatisfaction with quality of training: Refund 100%
-
- Interface also offers a schedule guarantee which states that if Interface schedules a class and it is canceled for any reason the student receives that class plus an additional course of same or equal value. We have one of the strongest schedules in the Coountry for not only basic technology like WinServ2003 but also enterprise server software and application development technologies.
- 10 Do you allow students to repeat a course? Yes X No
- If Yes, for how many months? 12 months
- How many times? unlimited
- 11 Do you have the capacity to do course pre-testing and post-testing? Yes X No
- If “yes”, please attach a copy of a pre-test and post-test for Word 6.0 and Excel 5.0 Intermediate along with a copy of the course outline. Label this Attachment “II”*
- 12 Indicate the estimated elapsed time required before being able to provide training for new releases (in months) Prior to release many times.

Section 2.10

ATTACHMENT J3

PRICING - TECHNICAL

**Instructor-Led Training
at County Site**

Vendor is to list pricing for the majority of their technical courses.
If vendor does not complete attachments J3 and J4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$15,000	
2	\$7,500	
3	\$5,000	
4	\$3,750	
5	\$3,000	
6	\$2,500	

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

7	\$2,142	
8	\$1,875	
9	\$1,667	
10	\$1,500	
11	\$1,364	
12	\$1,250	

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
20 Per Class	Customized Courses: Assuming 5 day course \$1250 per person for completely customized course development depending on SOW.	
15 Per Class	Customized Courses: Assuming 5 day course \$1000 Per Person for customized curriculum from vendor material.	
10 Per Class	Public Course Classes Assuming 5 day Class \$1000 per person unless 25% off price is lower.	

Section 2.10

ATTACHMENT J4

PRICING – TECHNICAL

Instructor-Led Training

at County Site

**Pricing for Additional Courses that varies
from pricing on Attachment J3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$15,000	
2	\$7,500	
3	\$5,000	
4	\$3,750	
5	\$3,000	
6	\$2,500	
7	\$2,142	

NAME OF COURSES SUBJECT TO THIS PRICING
--

All course see Attachment A for listing

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

8	\$1,875	
9	\$1,667	
10	\$1,500	
11	\$1,400	
12	\$1,350	

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
20 Per Class	Customized Courses: Assuming 5 day course \$1250 per person for completely customized course development depending on SOW.	
15 Per Class	Customized Courses: Assuming 5 day course \$1000 Per Person for customized curriculum from vendor material.	
10 Per Class	Public Course Classes Assuming 5 day Class \$1000 per person unless 25% off price is lower.	

Section 2.10

ATTACHMENT K3

PRICING – TECHNICAL

Instructor-Led Training

at Vendor Site

Vendor is to list pricing for the majority of their technical courses.

If vendor does not complete attachments K3 and K4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to

ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
2	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
3	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
4	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
5	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
6	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

7	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
8	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
9	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
10	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
11	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
12	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
20 Per Class	Customized Courses: Assuming 5 day course \$1250 per person for completely customized course development depending on SOW.	
15 Per Class	Customized Courses: Assuming 5 day course \$1000 Per Person for customized curriculum from vendor material.	
10 Per Class	Public Course Classes Assuming 5 day Class \$1000 per person unless 25% off price is lower.	

Section 2.10**ATTACHMENT K4****PRICING – TECHNICAL****Instructor-Led Training****at Vendor Site**

**Pricing for Additional Courses that varies
from pricing on Attachment K3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
2	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
3	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	

NAME OF COURSES SUBJECT TO THIS PRICING
--

All course See Attachment A for listing

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

4	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
5	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
6	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
7	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
8	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
9	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
10	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
11	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	
12	25% off Catalog List Prices for Public Scheduled Classes except Red Hat.	

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
20 Per Class	Customized Courses: Assuming 5 day course \$1250 per person for completely customized course development depending on SOW.	
15 Per Class	Customized Courses: Assuming 5 day course \$1000 Per Person for customized curriculum from vendor material.	
10 Per Class	Public Course Classes Assuming 5 day Class \$1000 per person unless 25% off price is lower.	

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012



<u>Course #</u>	<u>Credits</u>	<u>Days</u>	<u>Price</u>		<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Microsoft Windows Server 2003									
HH8221		5	\$2,295	Microsoft Windows 2003 System HardHat Series Level 1 - Network Infrastructure and Services (2276, 2277, 2278, 2285)	8/9-8/13 (ext hrs)	9/13-9/17 (ext hrs)	10/11-10/15 (ext hrs)	11/1-11/5 (ext hrs)	12/6-12/10 (ext hrs)
HH8222		5	\$2,295	Microsoft Windows 2003 System HardHat Series Level 2 - Advanced Active Directory Implementation and Design (2279, 2282)	8/16-8/20 (ext hrs)		10/4-10/8 (ext hrs)	11/15-11/19 (ext hrs)	12/13-12/17 (ext hrs)
2012		3	\$1,050	Planning, Implementing and Managing a MS Office SharePoint Portal Server 2003 Infrastructure		9/1-9/3		11/8-11/10	
2087		3	\$1,050	Implementing MS Windows 2000 Clustering	8/19-8/20				
2151/Net+	3	5	\$1,275	Network Essentials Combo - Windows 2000 Network & Operating System Essentials and Network+ (CompTIA)		9/13-9/17 (ext hrs)			12/6-12/10 (ext hrs)
2159		3	\$1,050	Deploying and Managing MS Internet Security and Acceleration Server 2000	Call for Dates				
2208		3	\$1,050	Updating Systems Administration Skills from NT 4.0 to Windows Server 2003	Call for Dates				
2209		2	\$660	Updating System Administrator Skills from Microsoft Windows 2000 to Windows Server 2003 (See 2297)			10/18-10/22		
2210		3	\$1,050	Updating Systems Engineer Skills from Microsoft Windows 2000 to Windows Server 2003 (See 2297)			10/18-10/22		
2261/2262		5	\$1,650	Supporting Users & Applications Running the Microsoft Windows XP Operating System (See XP300)	8/30-9/3 (ext hrs)	9/27-10/1 (ext hrs)		11/15-11/19 (ext hrs)	12/13-12/17 (ext hrs)

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

2273	3	5	\$1,650	Managing and Maintaining a Microsoft Windows 2003 Server Environment	8/23-8/27	9/27-10/1	10/25-10/29	11/29-12/3	
2276/2277	3	5	\$1,650	Microsoft Windows 2003 Network Infrastructure (Combo 2276 / 2277) (See HH8221)	8/9-8/13 (ext hrs)	9/13-9/17 (ext hrs)	10/11-10/15 (ext hrs)	11/1-11/5 (ext hrs)	12/6-12/10 (ext hrs)
2278	3	5	\$1,650	Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (See HH8221)	8/9-8/13 (ext hrs)	9/13-9/17 (ext hrs)	10/11-10/15 (ext hrs)	11/1-11/5 (ext hrs)	12/6-12/10 (ext hrs)
2279	3	5	\$1,650	Planning, Implementing & Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (See HH8222)	8/16-8/20 (ext hrs)		10/4-10/8 (ext hrs)	11/15-11/19 (ext hrs)	12/13-12/17 (ext hrs)
2282	3	5	\$1,795	Designing a Windows Server 2003 Active Directory and Network Infrastructure (See HH8222)	8/16-8/20 (ext hrs)		10/4-10/8 (ext hrs)	11/15-11/19 (ext hrs)	12/13-12/17 (ext hrs)
2285		2	\$660	Installing, Configuring, and Administering Microsoft Windows XP Professional (See HH8221)	8/9-8/13 (ext hrs)	9/13-9/17 (ext hrs)	10/11-10/15 (ext hrs)	11/1-11/5 (ext hrs)	12/6-12/10 (ext hrs)
2297		5	\$1,650	Planning, Implementing, Managing and Maintaining a MS Windows 2003 Environment for an MCSE on Windows 2000			10/18-10/22		
2433	2	3	\$990	Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials	8/2-8/4		10/18-10/20		
2439	1	2	\$660	Scripting MS Windows Management Instrumentation	8/5-8/6		10/21-10/22		
2550		3	\$1,050	Implementing Microsoft Operations Manager 2000	Call for Dates				
2596/2597		5	\$2,125	Planning, Deploying, and Managing Microsoft Systems Management Server 2003	8/30-9/3		10/11-10/15	11/8-11/12	12/6-12/10
2694		2	\$775	Updating Web Server Skills to Internet Information Services 6.0	Call for Dates				
2823		5	\$1,650	Implementing & Administering Security in a Microsoft Windows Server 2003 Network	Call for Dates				
CLS2003		3	\$1,050	Implementing Microsoft Windows 2003 Clustering	8/16-8/18				
SEC100	3	5	\$1,795	Security+ (CompTIA)/CISSP	8/2-8/6		10/18-10/22	11/29-12/3	

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

XP300	5	\$1,650	Implementing, Supporting, and Troubleshooting Microsoft Windows XP Operating System (2272/2261/2262) MCDST	8/30-9/3 (ext hrs)	9/27-10/1 (ext hrs)		11/15-11/19 (ext hrs)	12/13-12/17 (ext hrs)
Microsoft Windows XP								
XP300	5	\$1,650	Implementing, Supporting, and Troubleshooting Microsoft Windows XP Operating System (2272/2261/2262) MCDST	8/30-9/3 (ext hrs)	9/27-10/1 (ext hrs)		11/15-11/19 (ext hrs)	12/13-12/17 (ext hrs)
2261/2262	5	\$1,650	Supporting Users & Applications Running the Microsoft Windows XP Operating System (See XP300)	8/30-9/3 (ext hrs)	9/27-10/1 (ext hrs)		11/15-11/19 (ext hrs)	12/13-12/17 (ext hrs)
2272	3	5	\$1,650	Implementing and Supporting MS Windows XP Professional (See XP300)	8/30-9/3 (ext hrs)	9/27-10/1 (ext hrs)		11/15-11/19 (ext hrs)
2285	2	\$660	Installing, Configuring, and Administering Microsoft Windows XP Professional (See HH8221)	8/9-8/13 (ext hrs)	9/13-9/17 (ext hrs)	10/11-10/15 (ext hrs)	11/1-11/5 (ext hrs)	12/6-12/10 (ext hrs)
Microsoft Exchange Server								
2011	3	\$1,050	Troubleshooting Microsoft Exchange Server 2003				11/15-11/17	
2400	3	5	\$1,650	Implementing & Managing MS Exchange Server 2003	8/9-8/13	9/20-9/24	10/25-10/29	11/29-12/3
Microsoft SQL Server								
2030	2	\$775	Creating Reporting Solutions using Microsoft SQL Server 2000 Reporting Services		9/29-9/30		11/17-11/18	1/5-1/6
2071	1	2	\$660	Querying MS SQL 2000 with Transact-SQL		9/27-9/28		11/15-11/16
2072	3	5	\$1,395	Administering a MS SQL Server 2000 Database	8/2-8/6	9/20-9/24	10/25-10/29	12/6-12/10
2073	3	5	\$1,395	Programming a MS SQL Server 2000 Database	8/30-9/3		10/11-10/15	11/29-12/3
2074	5	\$1,850	Designing and Implementing OLAP Solutions Using Microsoft SQL Server 2000				11/1-11/5	
2092	5	\$1,850	Populating a Data Warehouse with MS SQL Server 2000 Data Transformation Services					12/13-12/17

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012**Microsoft Enterprise Servers**

2012	3	\$1,050	Planning, Implementing and Managing a MS Office SharePoint Portal Server 2003 Infrastructure		9/1-9/3		11/8-11/10	
2087	3	\$1,050	Implementing MS Windows 2000 Clustering	8/19-8/20				
2159	3	\$1,050	Deploying and Managing MS Internet Security and Acceleration Server 2000	Call for Dates				
2550	3	\$1,050	Implementing Microsoft Operations Manager 2000	Call for Dates				
2596/2597	5	\$2,125	Planning, Deploying, and Managing Microsoft Systems Management Server 2003	8/30-9/3		10/11-10/15	11/8-11/12	12/6-12/10
2694	2	\$775	Updating Web Server Skills to Internet Information Services 6.0	Call for Dates				
2728	4	\$1,595	Building Microsoft BizTalk Server 2002 Solutions	Call for Dates				
2729	4	\$1,595	Building Microsoft Commerce Server 2002 Solutions	Call for Dates				
2730	4	\$1,595	Building Microsoft Content Management Server 2002 Solutions	Call for Dates				
2732	5	\$1,875	Planning, Deploying and Managing an Enterprise Project Management Solution			10/25-10/29		

Microsoft .NET Development

1846	3	\$1,575	Microsoft Solutions Framework Essentials	Call for Dates				
2124	3	5	\$1,795	Introduction to C# Programming for the MS .NET Platform	9/13-9/17	10/18-10/22	11/8-11/12	
2310	3	5	\$1,795	Developing Web Applications Using MS Visual Studio .NET (ASP .NET, ADO .NET and XML)	8/23-8/27	10/4-10/8	11/1-11/5	12/13-12/17
2349	3	5	\$1,795	Programming with the Microsoft .NET Framework (C# .NET)	8/30-9/3		11/15-11/19	
2350	3	\$1,110	Developing and Deploying Secure Microsoft .NET Framework Applications	Call for Dates				
2373	3	5	\$1,795	Programming with MS Visual Basic .NET	8/16-8/20	10/25-10/29		1/10-1/14
2389	2	3	\$1,050	Programming with ADO .NET	9/27-9/29		11/15-11/17	

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

2415	3	5	\$1,795	Programming the MS .NET Framework with Visual Basic .NET	8/30-9/3		11/15-11/19	
2524	2	3	\$1,275	Developing XML Web Services using Microsoft ASP .NET			10/18-10/20	
2555		5	\$1,795	Developing Microsoft .NET Applications for Windows (C# .NET)	8/16-8/20		11/29-12/3	
2556		5	\$2,125	Developing Mobile Applications Using the Microsoft .NET Compact Framework	Call for Dates			
2557	3	5	\$2,125	Developing Component-Based Applications Using MS .NET Enterprise Services		9/13-9/17		1/10-1/14
2559		5	\$1,795	Introduction to Visual Basic .NET (Programming with Microsoft .NET)		9/20-9/24		12/6-12/10
2565		5	\$1,795	Developing Microsoft .NET Applications for Windows (VB .NET)	8/16-8/20		11/29-12/3	
2710		5	\$1,875	Analyzing Requirements and Defining MS .NET Solution Architectures				1/24-1/28
ASP500		5	\$2,295	Advanced ASP.NET	8/30-9/3			12/6-12/10
Microsoft XML Development								
1913		5	\$1,795	Exchanging and Transforming Data Using XML and XSLT (See 2500 and 2663)	Call for Dates			
2500		2	\$775	Introduction to XML and the Microsoft .NET Platform			10/4-10/5	
2663		3	\$1,050	Programming with XML in the Microsoft .NET Framework			10/6-10/8	
Cisco								
ICND	3	5	\$1,875	Interconnecting Cisco Network Devices (CCNA®)	8/16-8/20 (ext hrs)	9/27-10/1 (ext hrs)	11/1-11/5 (ext hrs) 11/29-12/3 (ext hrs)	
CCNP®L1	3	5	\$3,495	(BSCI, BCMSN, CIT) Campus Network Environment	8/30-9/3 (ext hrs)		10/25-10/29 (ext hrs)	
CCNP®L2	3	5	\$3,495	(BSCI,BCRAN, CIT) WAN, ISP and Network Scalability Solutions		9/13-9/17 (ext hrs)	11/8-11/12 (ext hrs)	

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012**Cisco (Cont.)**

CCSP™ L1	3	5	\$3,000	(SECUR, SAFE) Securing Cisco Networks and Cisco SAFE Implementation	8/2-8/6 (ext hrs)				
CCSP™ L2	3	5	\$3,495	(CSPFA, CSVPN) Advanced PIX Firewall and Cisco Secure VPNs	8/23-8/27 (ext hrs)			11/15-11/19 (ext hrs)	
CCSP™ L3		5	\$3,495	(CSIDS, CWVMS) Cisco Secure Intrusion Detection System and CiscoWorks VMS			10/4-10/8 (ext hrs)		
VOICE-L1		5	\$3,495	(CVOICE, QoS, EVODD) Cisco Voice over IP and Quality of Service Solutions		9/20-9/24 (ext hrs)			1/3-1/7 (ext hrs)
VOICE-L2		5	\$3,495	(CIPT, USCA, EVODD) Cisco IP Telephony and Cisco Unified Communications Systems Administration			10/18-10/22 (ext hrs)		
CCIE®SLB1		5	\$4,500	CCIE® Security Lab Preparation (Week 1)					12/6-12/10 (ext hrs)
CCIE®SLB2		5	\$4,500	CCIE® Security Lab Preparation (Week 2)					12/13-12/17 (ext hrs)
CCIE®RS1		5	\$4,500	CCIE® Routing and Switching Lab Preparation (Week 1)					12/6-12/10 (ext hrs)
CCIE®RS2		5	\$4,500	CCIE® Routing and Switching Lab Preparation (Week 2)					12/13-12/17 (ext hrs)

Security

SEC100	3	5	\$1,795	Security+ (CompTIA)/CISSP	8/2-8/6		10/18-10/22	11/29-12/3	
SEC500		5	\$2,295	Hacking Revealed / (CEH) Certified Ethical Hacker				11/1-11/5	
CP501		2	\$1,995	Check Point NG With Application Intelligence Management I		9/14-9/15			
CP502		2	\$1,995	Check Point NG With Application Intelligence Management II		9/16-9/17			
CCSP™ L1	3	5	\$3,000	(SECUR, SAFE) Securing Cisco Networks and Cisco SAFE Implementation	8/2-8/6 (ext hrs)				
CCSP™ L2	3	5	\$3,495	(CSPFA, CSVPN) Advanced PIX Firewall and Cisco Secure VPNs	8/23-8/27 (ext hrs)			11/15-11/19 (ext hrs)	
CCSP™ L3		5	\$3,495	(CSIDS, CWVMS) Cisco Secure Intrusion Detection System and CiscoWorks VMS			10/4-10/8 (ext hrs)		

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

2150	3	5	\$1,795	Designing a Secure Windows 2000 Based Network (See SEC100)	Call for Dates			
2350		3	\$1,110	Developing and Deploying Secure Microsoft .NET Framework Applications (<i>Developer Class</i>)	Call for Dates			
2821		3	\$1,050	Designing & Managing a Public Key Infrastructure	Call for Dates			
2823		5	\$1,650	Implementing & Administering Security in a Microsoft Windows Server 2003 Network	Call for Dates			
RH253		4	\$2,198	Red Hat Linux Networking & Security Administration		9/20-9/23		1/24-1/27
Citrix								
C1222	3	4	\$1,595	Citrix MetaFrame XP Presentation Server, Feature Release 3: Administration		9/27-9/30		
C1240		3	\$1,275	Citrix MetaFrame XP for Windows Advanced Administration	Call for Dates			
C1227		1	\$510	Citrix MetaFrame XP: Securing and Deploying Applications over the Web	Call for Dates			
C1235		2	\$1,050	Citrix MetaFrame XP Presentation Server, Feature Release 3: Deployment and Support	Call for Dates			
C2300		1	\$510	Citrix: Securing Application Deployment Over the Internet	Call for Dates			
C2622		2	\$1,050	Citrix MetaFrame XP Advanced Management	Call for Dates			
Red Hat Linux								
RH033		4	\$1,998	Red Hat Linux Essentials		9/7-9/10		1/11-1/14
RH133		5	\$2,298	Red Hat Linux System Administration		9/13-9/17		1/17-1/21
RH253		4	\$2,198	Red Hat Linux Networking & Security Administration		9/20-9/23		1/24-1/27
RH300		5	\$2,498	Red Hat Certified Engineer Rapid Track Course		9/27-10/1		1/31-2/4
Novell/CompTIA/Project Management								
3016		5	\$1,795	Foundations of Novell Networking NetWare 6.5	8/2-8/6			
3018		5	\$1,795	Upgrading to NetWare 6.5			11/1-11/5	
A510	3	5	\$1,275	A+ Software			11/8-11/12	
A520	2	5	\$1,275	A+ Hardware	8/2-8/6		11/29-12/3	
2151/Net+	3	5	\$1,275	Network Essentials Combo - Windows 2000 Network & Operating System Essentials and Network+ (CompTIA)		9/13-9/17 (ext hrs)		12/6-12/10 (ext hrs)
SEC100	3	5	\$1,795	Security+ (CompTIA)/CISSP	8/2-8/6		10/18-10/22	11/29-12/3

INTERFACE TECHNICAL TRAINING, 3110 N CENTRAL AVENUE #160, PHOENIX, AZ 85012

PMPC	5	\$2,250	Project Management Professional Certification Course		10/18-10/22	
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Interface Technical Training delivers authorized Cisco® training as a Sponsored Organization of Tech 2000, a Cisco Learning Solutions Partner. CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, Cisco IOS, Cisco PIX Firewall, Catalyst, Cisco Systems, the Ci

PRICING SHEET S073708/B0608675/NIGP 92091

Terms: NET 30

Vendor Number: **W000004479 X**

Telephone Number: 602/266-~~8552~~ **8500**

Fax Number: 602/266-8598

Contact Person: Michael LaGioia

E-mail Address: mikel@interfacett.com

Company Web Site: www.interfacett.com

Certificates of Insurance Required

Contract Period: To cover the period ending **January 31, 2009**.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ☒ YES ☐ NO

WILL YOUR FIRM ACCEPT A PROCUREMENT CARD FOR INVOICE PAYMENT? ☒ YES ☐ NO

IF YES, MAY THE COUNTY TAKE ADVANTAGE OF DISCOUNTS OFFERED BY YOUR FIRM IN THIS BID/RFP WHEN PAYING WITH A PROCUREMENT CARD? ☒ YES ☐ NO

INTERNET ORDERING CAPABILITY: ☒ YES ☐ NO ☐ % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ☒ YES ☐ NO

PRICING SHEET S073708/B0608675/NIGP 92091

Section 2.9
ATTACHMENT I
Policies and Philosophies

- 1 Class format in hours excluding lunch hours. If multiple formats, please list, as 4 hr., 7 hr, etc. 2hr and 4 hr format
- 2 Maximum number of students per course As per room capacity
- 3 Do you normally offer 4 hour classes in your regularly scheduled advertised course offerings? Yes ☐ No ☒
- 4 Local telephone/help desk support? Yes ☒ No ☐
If Yes, for how many months after they attend? 1 year
- 5 How is scheduling handled? (i.e., through sales rep, through schedulers, etc.)
Scheduling is handled by the Training Manager, Sheryl Stevenson
- 6 Whose course materials do you use?
Course materials are developed by Learn iT! And/or Element K.
- 7 Would you offer this same pricing for employees who pay for the training themselves? Yes ☒ No ☐
- 8 Do you have the ability to 'customize' courses? Yes ☒ No ☐
- 9 What is your policy (including financial penalties) on refunds?

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED PRIOR TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

- Cancellations: 5 day notice required; less than 5 days notice will result in charges of \$200 per 4-hour session. Public classes and/or tutoring sessions cancelled or rescheduled with less than 5 days notice are subject to a 50% cancellation fee.
-
- No Shows: 50% cancellation fee applies.
-
- Customer Dissatisfaction with quality of training: Students may retake desktop classes within 90-day period.
-
- 10 Do you allow students to repeat a course? Yes X No
 If Yes, for how many months? Up to 90 days
 How many times? 1
- 11 Do you have the capacity to do course pre-testing and post-testing? Yes X No
If "yes", please attach a copy of a pre-test and post-test for Word 6.0 and Excel 5.0 Intermediate along with a copy of the course outline. Label this Attachment "I1"
- 12 Indicate the estimated elapsed time required before being able to provide training for new releases (in months) 1 month

Section 2.10

ATTACHMENT J1

PRICING - END USER

Instructor-Led Training

at County Site

Vendor is to list pricing for the majority of their end-user courses.

If vendor does not complete attachments J1 and J2 for different pricing, Maricopa County will assume that ALL pricing for end-user training reflected in this attachment corresponds to ALL end-user courses listed on Attachment F.
 (price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$125	\$70.00
2	\$125	\$70.00
3	\$125	\$70.00
4	\$125	\$70.00

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED PRIOR TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

5	\$125	\$70.00
6	\$125	\$70.00
7	\$125	\$70.00
8	\$125	\$70.00
9	\$125	\$70.00
10	\$125	\$70.00
11	\$125	\$70.00
12	\$125	\$70.00

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up to 10	\$550.00	\$335.00

Section 2.10

ATTACHMENT J2

PRICING - END USER

Instructor-Led Training

At County Site

**Pricing for Additional Courses that varies
from pricing on Attachment J1
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$550	\$335
2	\$550	\$335
3	\$550	\$335
4	\$550	\$335
5	\$550	\$335

NAME OF COURSES SUBJECT TO THIS PRICING

All Desktop

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

6	\$550	\$335
7	\$550	\$335
8	\$550	\$335
9	\$550	\$335
10	\$550	\$335
11	\$550	\$335
12	\$550	\$335

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up to 10	\$550	\$335

Section 2.10

ATTACHMENT J3

PRICING - TECHNICAL

**Instructor-Led Training
at County Site**

Vendor is to list pricing for the majority of their technical courses.

If vendor does not complete attachments J3 and J4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$260/day	N/A

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up to 10	\$2000/per day	

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

Section 2.10

ATTACHMENT J4

PRICING – TECHNICAL

**Instructor-Led Training
at County Site**

**Pricing for Additional Courses that varies
from pricing on Attachment J3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$260/day	N/A
2	\$260/day	N/A
3	\$260/day	N/A
4	\$260/day	N/A
5	\$260/day	N/A
6	\$260/day	N/A
7	\$260/day	N/A
8	\$260/day	N/A
9	\$260/day	N/A

10	\$260/day	N/A
11	\$260/day	N/A
12	\$260/day	N/A

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up to 10	\$2000/day	N/A

NAME OF COURSES SUBJECT TO THIS PRICING
--

All Technical

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

Section 2.10

ATTACHMENT K1

PRICING - END USER

Instructor-Led Training

at Vendor Site

Vendor is to list pricing for the majority of their end-user courses.
If vendor does not complete attachments J1 and J2 for different pricing, Maricopa County
will assume that ALL pricing for end-user training reflected
in this attachment corresponds to
ALL end-user courses listed on Attachment F.
(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$125/day	\$70/half day
2	\$125/day	\$70/half day
3	\$125/day	\$70/half day
4	\$125/day	\$70/half day
5	\$125/day	\$70/half day
6	\$125/day	\$70/half day
7	\$125/day	\$70/half day
8	\$125/day	\$70/half day
9	\$125/day	\$70/half day
10	\$125/day	\$70/half day
11	\$125/day	\$70/half day
12	\$125/day	\$70/half day

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up to 10	\$550	\$335

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

Pricing for Additional Courses that varies from pricing on Attachment K1
(price includes training manuals)

[illegible]

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

Section 2.10

ATTACHMENT K3

PRICING – TECHNICAL

Instructor-Led Training

at Vendor Site

Vendor is to list pricing for the majority of their technical courses.
 If vendor does not complete attachments K3 and K4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F.
 (price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$260/per day	N/A
2	\$260/per day	N/A
3	\$260/per day	N/A
4	\$260/per day	N/A
5	\$260/per day	N/A
6	\$260/per day	N/A
7	\$260/per day	N/A
8	\$260/per day	N/A
9	\$260/per day	N/A
10	\$260/per day	N/A
11	\$260/per day	N/A
12	\$260/per day	N/A

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up to 10	\$2000/day	N/A

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

ATTACHMENT K4

Instructor-Led Training

at Vendor Site

**Pricing for Additional Courses that varies
from pricing on Attachment K3
(price includes training manuals)**

[illegible]

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

TRAINING TO YOU INC, 2200 N CENTRAL AVENUE SUITE 100, PHOENIX, AZ 85004*
LEARN IT!, 2575 E CAMELBACK ROAD #100, PHOENIX, AZ 85016

PRICING SHEET S073708/B0608675/NIGP 92091

Terms: NET 30

Vendor Number: ~~W000004345~~ **W000004654** X

Telephone Number: ~~602/778-5279~~ ~~602/955-5400~~ **602/266-1500**

Fax Number: ~~602/955-8205~~ **602/566-1555**

Contact Person: ~~John Ficorilli~~ ~~Julie Coury~~ **Jonathan Marschall**

E-mail Address: ~~jficorilli~~ jcoury@learnit.com jmarshall@trainingtoyou.com

Company Web Site: ~~www.learnit.com~~ www.learnit.com

Certificates of Insurance Required

Contract Period: To cover the period ending **January 31, 2009.**

***EFFECTIVE 10/15/05, TRAINING TO YOU, INC. HAS ACQUIRED THE LEARN IT! COMPUTER TRAINING CONTRACT AWARDED TO LEARN IT!. TRAINING TO YOU HAS AGREED TO HONOR THE PRICING STRUCTURE/CONTRACT AWARDED TO LEARN IT! THRU 12/31/05. ALL TRAINING TO BE PROVIDED UNDER THE PROVISIONS OF THIS PORTION OF THE TRAINING TO YOU CONTRACT SHALL BE COMPLETED *PRIOR* TO 12/31/05.**

THE CONTRACT AWARD (INITIAL AWARD) MADE TO TRAINING TO YOU REMAINS UNCHANGED.

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WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ☒ YES ☐ NO

WILL YOUR FIRM ACCEPT A PROCUREMENT CARD FOR INVOICE PAYMENT? ☒ YES ☐ NO

IF YES, MAY THE COUNTY TAKE ADVANTAGE OF DISCOUNTS OFFERED BY YOUR FIRM IN THIS
 BID/RFP WHEN PAYING WITH A PROCUREMENT CARD? ☒ YES ☐ NO

INTERNET ORDERING CAPABILITY: ☒ YES ☐ NO ☐ 2% DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ☒ YES ☐ NO

PRICING SHEET S073708/B0608675/NIGP 92091

Section 2.6

ATTACHMENT F1

Training Specifications: List of Courses

End-User

Classroom setting

List the name of the course and
the number of days.

COURSE NAME & NUMBER OF DAYS	# OF DAYS*
<i>Example:</i> Word	½ day
Introduction to PC	1 day
Internet	1 day
MS Access (level 1, level 2, and level 3)	1 day each
MS Excel (level 1, level 2, and level 3)	1 day each
MS Outlook (Introduction and Advanced)	1 day each
MS PowerPoint (Introduction and Advanced)	1 day each
MS Project (Introduction and Advanced)	1 day each
MS Publisher Introduction	1 day
MS Visio (Introduction and Advanced)	1 day each
MS Windows (Introduction and Intermediate)	1 day each
MS Word (level 1, level 2, and level 3)	1 day each
Pagemaker (Introduction and Advanced)	2 days each
FrontPage (level 1, level 2, level 3)	1 day each
PhotoShop (Introduction and Advanced)	2 days each
Act (Introduction and Advanced)	1 day each
Acrobat Basics	1 day
In Design	2 days
Flash (Introduction and Advanced)	2 days each
Fireworks	2 days
Framemaker	2 days

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*each class can be customized to fit various lengths should Maricopa County wish to hold a closed class on-site. Class durations range from 2, 4, 6, and 8 hours.

Section 2.6

ATTACHMENT F2

Training Specifications: List of Courses End-User Self-paced, Computer-based, or Web-based

List the name of the course and
 the duration in number of hours.

COURSE NAME & NUMBER OF DAYS	Interoperability Standard AICC or SCORM	DURATION IN # OF HOURS*
<i>Example:</i> Word	<u>SCORM</u>	2 hr.
Self Paced Web Based Training Offerings		
Introduction to PC	SCORM	4-8 hours
Internet	SCORM	4-8 hours
MS Access (level 1, level 2, and level 3)	SCORM	4-8 hours
MS Excel (level 1, level 2, and level 3)	SCORM	4-8 hours
MS Outlook (Introduction and Advanced)	SCORM	4-8 hours
MS PowerPoint (Introduction and Advanced)	SCORM	4-8 hours
MS Project (Introduction and Advanced)	SCORM	4-8 hours
MS Publisher Introduction	SCORM	4-8 hours
MS Visio (Introduction and Advanced)	SCORM	4-8 hours
MS Windows (Introduction and Intermediate)	SCORM	4-8 hours
MS Word (level 1, level 2, and level 3)	SCORM	4-8 hours
Pagemaker (Introduction and Advanced)	SCORM	4-8 hours
*Learnsoft can also customize and design classes in shorter Duration for specific topics in any course should Maricopa County wish to do so. Costs are to be provided upon request.		

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Section 2.6

ATTACHMENT F3

Training Specifications: List of Courses

Technical Classroom setting

List the name of the course and
the number of days.

COURSE NAME & NUMBER OF DAYS	# OF DAYS*
<i>Example:</i> MS SQL	3 days
ASP.Net	3 days
Visual Basic.Net	5 days
C#.Net	5 days
.Net Framework	1 day
Cisco Secure Pix Firewall	4 days
Cisco ICND	5 days
Cisco Securing IOS Networks	4 days
Crystal Reports (Introduction and Advanced)	1 day each
Dreamweaver (Introduction and Advanced)	2 days each
Dreamweaver Fast Track	3 days
MS Exchange Server	3 days
HTML (level 1, level 2, and level 3)	1 day each
InfoPath	
Linux Introduction	2 days
Linux System Administration	3 days
Microsoft Windows (2000 and 2003 MCSE core classes)	4 days each
SharePoint Portal Sever	
SQL Server Practical	2 days
SQL Server Installation	4 days
SQL Server Administration	4 days
VBA Programming in Excel (Introduction and Advanced)	2 days each
VBA Programming in Access (Introduction and Advanced)	2 days each
XML	2 days
XML using Java	4 days
*each class can be customized to fit various lengths should Maricopa County wish to hold a closed class on-site. Classes can be offered in staggered Rotations to fit work schedules.	

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Section 2.6

ATTACHMENT F4

Training Specifications: List of Courses

Technical

Self-paced, Computer-based, or Web-based

List the name of the course and
the number of days.

COURSE NAME & NUMBER OF DAYS	Interoperability Standard <u>AICC or SCORM</u>	# OF HOURS
<i>Example:</i> MS SQL		8 hr.
Self Paced Web Based Training		
ASP.Net		8-12 hrs.
Visual Basic.Net		8-12 hrs.
C#.Net		8-12 hrs.
.Net Framework		8-12 hrs.
Cisco Secure Pix Firewall		8-12 hrs.
Cisco ICND		8-12 hrs.
Cisco Securing IOS Networks		8-12 hrs.
Crystal Reports (Introduction and Advanced)		8-12 hrs.
Dreamweaver (Introduction and Advanced)		8-12 hrs.
Dreamweaver Fast Track		8-12 hrs.
MS Exchange Server		8-12 hrs.
HTML (level 1, level 2, and level 3)		8-12 hrs.
InfoPath		8-12 hrs.
Linux Introduction		8-12 hrs.
Linux System Administration		8-12 hrs.
Microsoft Windows (2000 and 2003 MCSE core classes)		8-12 hrs.
SharePoint Portal Sever		8-12 hrs.
SQL Server Practical		8-12 hrs.
SQL Installation		8-12 hrs.
SQL Administration		8-12 hrs.
VBA Programming in Excel (Introduction and Advanced)		8-12 hrs.
VBA Programming in Access (Introduction and Advanced)		8-12 hrs.
XML in Microsoft		8-12 hrs.
XML using Java		8-12 hrs.

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Section 2.9
ATTACHMENT I
Policies and Philosophies

- | | | |
|----|--|---|
| 1 | Class format in hours excluding lunch hours. If multiple formats, please list, as 4 hr., 7 hr, etc. | 4 hr., 7 hr.
_____ |
| 2 | Maximum number of students per course | 12
_____ |
| 3 | Do you normally offer 4 hour classes in your regularly scheduled advertised course offerings? | Yes ____ No <u>X</u> |
| 4 | Local telephone/help desk support?
If Yes, for how many months after they attend? | Yes <u>X</u> No ____
3 months
_____ |
| 5 | How is scheduling handled? (i.e., through sales rep, through schedulers, etc.)

An assigned Learnsoft will also provide a web based portal
account manager To view catalogs and enroll in classes.
_____ | |
| 6 | Whose course materials do you use?
60% or own courseware 40% various other publishing vendors like ElementK
_____ | |
| 7 | Would you offer this same pricing for employees who pay for the training themselves? | Yes <u>X</u> No ____ |
| 8 | Do you have the ability to 'customize' courses? | Yes <u>X</u> No ____ |
| 9 | What is your policy (including financial penalties) on refunds?

Cancellations: 100% refund if cancelled within 5 days. 50% refund if cancelled with 2 days of the course.
_____ | |
| | No Shows: No refund available, but may sign
Up for the next scheduled course at
No charge, space permitting.
_____ | |
| | Customer Dissatisfaction with quality of training: Offer a free retake of the course or
Another course of equal to lesser
Value. Last option to refund the money.
_____ | |
| 10 | Do you allow students to repeat a course?

If Yes, for how many months?

How many times? | Yes <u>X</u> No ____

6 months
_____ |
| | | One time
_____ |

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- 11 Do you have the capacity to do course pre-testing and post-testing? Yes X No

If "yes", please attach a copy of a pre-test and post-test for Word 6.0 and Excel 5.0 Intermediate along with a copy of the course outline. Label this Attachment "I1"

- 12 Indicate the estimated elapsed time required before being able to provide training for new releases (in months) 3 months

Section 2.10

ATTACHMENT J1

PRICING - END USER

Instructor-Led Training

at County Site

Vendor is to list pricing for the majority of their end-user courses.

If vendor does not complete attachments J1 and J2 for different pricing, Maricopa County will assume that ALL pricing for end-user training reflected in this attachment corresponds to ALL end-user courses listed on Attachment F.
(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	Not applicable – see below	

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
1-6	\$600.00 \$549.00 eff. 02/01/05	\$320.00
7-8	\$690.00 \$585.00 eff. 02/01/05	\$390.00 \$360.00 eff. 02/01/05
9-12	\$750.00 \$630.00 eff. 02/01/05	\$420.00 \$390.00 eff. 02/01/05
	Note: discounts off retail list prices range from 20-40%	

Section 2.10

ATTACHMENT J2

PRICING - END USER

Instructor-Led Training

At County Site

Pricing for Additional Courses that varies from pricing on Attachment J1
(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING			NAME OF COURSES SUBJECT TO THIS PRICING
Number of Students	Price per class Full Day	Price per class Half Day	
1	No applicable – see below		Pagemaker and other similar courses

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Number of Students	GROUP PRICING	
	Full Day per class	Half Day per class
1-6	\$870.00	\$480.00
7-8	\$970.00	\$540.00
9-12	\$1,050.00	\$600.00

Note: discounts off retail list prices range from 20-40%

Section 2.10

ATTACHMENT J3

PRICING - TECHNICAL **Instructor-Led Training** **at County Site**

Vendor is to list pricing for the majority of their technical courses.
 If vendor does not complete attachments J3 and J4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class	Price per class
	Full Day	Half Day
1	No applicable – see below	

GROUP PRICING		
Number of Students	Full Day	Half Day
	per class	per class
1-6	5-day class: \$7,650.00 (\$1,530.00 per day)	n/a
7-8	5-day class: \$8,880.00 (\$1,776.00 per day)	
9-12	5-day class: \$10,800.00 (\$2,160.00 per day)	
	Note: discounts off retail list prices range from 20-40%	

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Section 2.10

ATTACHMENT J4

PRICING – TECHNICAL**Instructor-Led Training****at County Site**

**Pricing for Additional Courses that varies
from pricing on Attachment J3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	No applicable – see below	
2		
3		

NAME OF COURSES SUBJECT TO THIS PRICING
.NET
Cisco (various)
XML

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
1-6	5-day class: \$10,880.00 (\$2,176.00 per day)	
7-8	5-day class: \$12,600.00 (\$2,520.00 per day)	
9-12	5-day class: \$14,800.00 \$13,995.00 eff. 02/01/05 (\$2,960.00 per day (\$2,799.00 per day) eff. 02/01/05)	
	Note: discounts off retail list prices range from 20-40%	

Section 2.10

ATTACHMENT J4

PRICING – TECHNICAL**Instructor-Led Training****at County Site**

**Pricing for Additional Courses that varies
from pricing on Attachment J3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	No applicable – see below	

NAME OF COURSES SUBJECT TO THIS PRICING
Crystal Reports

LEARNSOFT CONSULTING INC, PO BOX 6511, CHANDLER, AZ 85246-6511
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GROUP PRICING		
Number of	Full Day	Half Day
Students	per class	per class
1-6	\$990.00 \$870.00 eff. 02/01/05	\$600.00
7-8	\$1,200.00 \$990.00 eff. 02/01/05	\$750.00
9-12	\$1,400.00 \$1,200.00 eff. 02/01/05	\$900.00 \$870.00 eff. 02/01/05

Note: discounts off retail
list prices range from 20-
40%

Section 2.10
ATTACHMENT K1
PRICING - END USER
Instructor-Led Training
at Vendor Site

Vendor is to list pricing for the majority of their end-user courses.
If vendor does not complete attachments J1 and J2 for different pricing, Maricopa County
will assume that ALL pricing for end-user training reflected
in this attachment corresponds to
ALL end-user courses listed on Attachment F.
(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of	Price per class	Price per class
Students	Full Day	Half Day
1	\$105.00	\$57.00

GROUP PRICING		
Number of	Full Day	Half Day
Students	per class	per class
1-6	\$594.00	\$300.00
7-8	\$792.00	\$400.00
9-12	\$1,080.00 \$990.00 eff. 02/01/05	\$600.00 \$549.00 eff. 02/01/05
	Note: discounts off retail list prices range from 20-40%	

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Section 2.10

ATTACHMENT K2

PRICING - END USER

Instructor-Led Training

at Vendor Site

**Pricing for Additional Courses that varies
from pricing on Attachment K1
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$145.00	\$87.00

NAME OF COURSES SUBJECT TO THIS PRICING
Pagemaker

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
1-6	\$870.00	\$522.00
7-8	\$990.00	\$630.00
9-12	\$1,110.00	\$690.00
	Note: discounts off retail list prices range from 20-40%	

Section 2.10

ATTACHMENT K3

PRICING - TECHNICAL

Instructor-Led Training

at Vendor Site

Vendor is to list pricing for the majority of their technical courses.

If vendor does not complete attachments K3 and K4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F.
(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	5-day class: \$1,470.00 \$1,250.00 (\$294 per day per class) (\$250 per day per class) eff. 02/01/05	n/a

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class

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1-6	5-day class: \$8,250.00 (\$1,650.00 per day)	
7-8	5-day class: \$10,200.00 (\$2,040.00 per day)	
9-12	5-day class: \$12,600.00 (\$2,520.00 per day)	
	Note: discounts off retail list prices range from 20-40%	

Section 2.10

ATTACHMENT K4

PRICING – **TECHNICAL**

Instructor-Led Training

at Vendor Site

Pricing for Additional Courses that varies
from pricing on Attachment K3
(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	5-day class -- \$1,950.00 \$1,599.00 (\$390.00 per day) (\$319.80 per day) eff. 02/01/05	n/a
2		
3		

NAME OF COURSES SUBJECT TO THIS PRICING
.NET
Cisco (various)
XML

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
1-6	5-day class: \$11,250.00 (\$2,250.00 per day)	n/a
7-8	5-day class: \$13,600.00 (\$2,720.00 per day)	
9-12	5-day class: \$16,500.00 (\$3,300.00 per day)	
	Note: discounts off retail list prices range from 20- 40%	

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Section 2.10

ATTACHMENT K4

PRICING – TECHNICAL**Instructor-Led Training****at Vendor Site**

**Pricing for Additional Courses that varies
from pricing on Attachment K3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$210.00 \$195.00 eff. 02/01/05	n/a

NAME OF COURSES SUBJECT TO THIS PRICING
Crystal Reports

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
1-6	\$1,100.00	\$690.00
7-8	\$1,275.00	\$850.00 \$810.00 eff. 02/01/05
9-12	\$1,500.00 \$1,395.00 eff. 02/01/05	\$990.00 \$930.00 eff. 02/01/05
	Note: discounts off retail list prices range from 20-40%	

Section 2.10

ATTACHMENT L

PRICING**Self-Paced, Computer-Based or Web-based Training****INDIVIDUAL RATE, PER USER PRICING**

	<u>Name of Course</u>	Regular List Price	% Discount for the County
	Price per user		
1	MCSE 2000 and 2003 course Subscription for one year	\$1,499.00	13.35% discount
2	Linux subscription for one year	\$999.00	20% discount
3	Cisco subscription for one year	\$1,999.00	25% discount
4	Macromedia subscription for one year	\$1,099.00	13.65% discount
5	MS Office subscription for one year	\$349.00	20% discount

BULK PRICING

Number of Users	Title(s)	Minimum Buy-in	Price
			Discounts offered for bulk pricing vary in each situation.

LEARNSOFT CONSULTING INC, PO BOX 6511, CHANDLER, AZ 85246-6511
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Section 2.11
ATTACHMENT N
Other Products and Services

		<u>Regular List Price</u>	<u>% Discount for the County</u>
1	Consulting	\$150.00 per hour	30% discount
2	One-on-one training/tutoring	\$120.00 per hour <i>4hour minimum</i>	30% discount <i>4 hour minimum</i>
3	Custom applications	\$135.00 per hour	30% discount

VENDOR IS REQUESTED TO PROVIDE THIS INFORMATION.
THIS ATTACHMENT **WILL NOT** BE INCLUDED
IN THE EVALUATION PROCESS.

Section 2.12
ATTACHMENT O
PeopleSoft training courses

		<u>Regular List Price</u>	<u>% Discount for the County</u>
1	PeopleSoft – Tuning & Configuring the Tuxedo Layer Minimum # of students: <u> 6 </u>	\$700.00 per student per day	23% discount
2	Web Logic Tuning for PeopleSoft Minimum # of students: <u> 6 </u>	\$700.00 per student per day	23% discount
3	PeopleSoft – Tuning & Configuring the Tuxedo Layer AND Tuning WebLogic for PeopleSoft Minimum # of students: <u> 6 </u>	\$700.00 per student per day	23% discount

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PRICING SHEET S073708/B0608675/NIGP 92091

Terms:	NET 30
Vendor Number:	W000000299 X
Telephone Number:	480/361-3473
Fax Number:	480/659-3519
Contact Person:	Joel Bart
E-mail Address:	jabart@learnsoft.com
Company Web Site:	www.learnsoft.com
Certificates of Insurance	Required
Contract Period:	To cover the period ending January 31, 2009 .

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WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ☒ YES ☐ NO

WILL YOUR FIRM ACCEPT A PROCUREMENT CARD FOR INVOICE PAYMENT? ☒ YES ☐ NO

IF YES, MAY THE COUNTY TAKE ADVANTAGE OF DISCOUNTS OFFERED BY YOUR FIRM IN THIS BID/RFP WHEN PAYING WITH A PROCUREMENT CARD? ☐ YES ☒ NO

INTERNET ORDERING CAPABILITY: ☒ YES ☐ NO ☐ % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ☒ YES ☐ NO

PRICING SHEET S073708/B0608675/NIGP 92091

**Section 2.9
ATTACHMENT I
Policies and Philosophies**

- | | | | |
|---|---|---|--|
| 1 | Class format in hours excluding lunch hours. If multiple formats, please list, as 4 hr., 7 hr, etc. | 8:30am
5:00pm
(1 Hour
Break) | |
| 2 | Maximum number of students per course | 12 | |
| 3 | Do you normally offer 4 hour classes in your regularly scheduled advertised course offerings? | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | |
| 4 | Local telephone/help desk support?
If Yes, for how many months after they attend? | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
NA | |
| 5 | How is scheduling handled? (i.e., through sales rep, through schedulers, etc.)
<u>Through Sales Rep.</u> | | |
| 6 | Whose course materials do you use?
<u>Microsoft Official, CompTIA, (Cisco)</u> | | |
| 7 | Would you offer this same pricing for employees who pay for the training themselves? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | |
| 8 | Do you have the ability to 'customize' courses? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | |
| 9 | What is your policy (including financial penalties) on refunds? | | |

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

Cancellations: (see registration): Two weeks notice is required to avoid cancellation/rescheduling fee. A 30% charge will be assessed for cancellations/rescheduling with less than two weeks notice prior to the scheduled start of the class. Cancellations/Rescheduling within only one week of class(7 days) will be charged the full amount for class with no refund. To extend a training package for 6 months past the one year mark, it is 30% of the original package price.

No Shows: (see registration) No shows will be charged full amount of class.

Customer Dissatisfaction with quality of training: Retake at no charge (Depending on Situation they can take another class the cost of materials.

- 10 Do you allow students to repeat a course? Yes X No
 If Yes, for how many months? 12 Months
 How many times? No limit
- 11 Do you have the capacity to do course pre-testing and post-testing? Yes No X
If "yes", please attach a copy of a pre-test and post-test for Word 6.0 and Excel 5.0 Intermediate along with a copy of the course outline. Label this Attachment "II"
- 12 Indicate the estimated elapsed time required before being able to provide training for new releases (in months) 1 Month

Section 2.10**ATTACHMENT J3**

PRICING - TECHNICAL
Instructor-Led Training
at County Site

Vendor is to list pricing for the majority of their technical courses.
 If vendor does not complete attachments J3 and J4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$275.00	NA
2	\$540.00	NA
3	\$795.00	NA
4	\$1040.00	NA

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

5	\$1275.00	NA
6	\$1500.00	NA
7	\$1715.00	NA
8	\$1920.00	NA
9	\$2115.00	NA
10	\$2300.00	NA
11	\$2475.00	NA
12	\$2640.00	NA

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
6-10	\$1475.00/day	\$960.00
11-15	\$2225.00/day	\$1335.00
16-20	\$2970.00/day	\$1782.00
(Private classes with 6 or more students would be the most cost effective way to train for clients)		

Section 2.10

ATTACHMENT J4

PRICING – TECHNICAL

Instructor-Led Training

at County Site

Pricing for Additional Courses that varies

from pricing on Attachment J3

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$425.00	NA
2	\$840.00	NA
3	\$1245.00	NA
4	\$1640.00	NA
5	\$2000.00	NA
6	\$2370.00	NA

NAME OF COURSES SUBJECT TO THIS PRICING
Win 2012, 2014, 2123, 2199, 2208, 2209, 2210, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2282, 2283/2208, 2297, 2694
XP-2263 (2261/2262), 2264/2265, 2285
W2000-827/828, 2028, 2087, 2126, 2143, 2150, 2151, 2152, 2153, 2154, 2159, 2295, 2301, 2550, 2824
Exchange-1026, 1572, 1573, 2008, 2009, 2011
MS SQL-2090, 2093, 2591, 2723, 2733, 2734, 4792
Scripting-1608, 2300, 2379, 2381, 2667

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

7	\$2730.00	NA
8	\$3080.00	NA
9	\$3420.00	NA
10	\$3750.00	NA
11	\$4070.00	NA
12	\$4380.00	NA

. NET-1737, 1787, 1846, 1905, 1913, 2052, 2124, 2349, 2350, 2363, 2364, 2365, 2373, 2389, 2415, 2500, 2524, 2530, 2555, 2556, 2557, 2565, 2640, 2710, 2717, 2727, 2728, 2729, 2730, 2732
Security-2801, 2802, 2806, 2810, 2811, 2821, 2825, 2830, 2840
CompTIA-1185, 1300, 1400, A+/Net+
Cisco-1201, 1202
Novell-3001, 3002, 3004, 3005, 3006, 3016, 3014, 3018
CISSP & VOIP are \$559/day per person

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
6-10	\$1750.00	\$1310.00
11-15	\$2360.00	\$1770.00
16-20	\$3150.00	\$2360.00

Section 2.10

ATTACHMENT K3

**PRICING – TECHNICAL
Instructor-Led Training
at Vendor Site**

Vendor is to list pricing for the majority of their technical courses.

If vendor does not complete attachments K3 and K4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to

ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$275.00	NA
2	\$540.00	NA
3	\$795.00	NA
4	\$1014.00	NA
5	\$1275.000	NA
6	\$1500.00	NA
7	\$1715.00	NA
8	\$1920.00	NA
9	\$2115.00	NA

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

10	\$2300.00	NA
11	\$2475.00	NA
12	\$2640.00	NA

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
6-10	\$1475.00	\$960.00
11-15	\$2225.00	\$1335.00
16-20	\$2970.00	\$1782.00
(Private classes with 6 or more students would be the most cost effective way to train for clients)		

Section 2.10

ATTACHMENT K4

PRICING – TECHNICAL

**Instructor-Led Training
at Vendor Site**

**Pricing for Additional Courses that varies
from pricing on Attachment K3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$425.00	NA
2	\$840.00	NA
3	\$1245.00	NA
4	\$1640.00	NA
5	\$2000.00	NA
6	\$2370.00	NA
7	\$2730.00	NA
8	\$3080.00	NA
9	\$3420.00	NA
10	\$3750.0	NA

NAME OF COURSES SUBJECT TO THIS PRICING
Win 2012, 2014, 2123, 2199, 2208, 2209, 2210, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2282, 2283/2208, 2297, 2694
XP-2263 (2261/2262), 2264/2265, 2285
W2000-827/828, 2028, 2087, 2126, 2143, 2150, 2151, 2152, 2153, 2154, 2159, 2295, 2301, 2550, 2824
Exchange-1026, 1572, 1573, 2008, 2009, 2011
MS SQL-2090, 2093, 2591, 2723, 2733, 2734, 4792
Scripting-1608, 2300, 2379, 2381, 2667
. NET-1737, 1787, 1846, 1905, 1913, 2052, 2124, 2349, 2350, 2363, 2364, 2365, 2373, 2389, 2415, 2500, 2524, 2530, 2555, 2556, 2557, 2565, 2640, 2710, 2717, 2727, 2728, 2729, 2730, 2732
Security-2801, 2802, 2806, 2810, 2811, 2821, 2825, 2830, 2840
CompTIA-1185, 1300, 1400, A+/Net+
Cisco-1201, 1202

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

11	\$4070.00	NA
12	\$4380.00	NA

Novell-3001, 3002, 3004, 3005, 3006, 3016, 3014, 3018
CISSP & VOIP are \$559/day per person

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
6-10	\$1750.0	\$1310.00
11-15	\$2360.00	\$1770.00
16-20	\$3150.00	\$2360.00

Section 2.10

ATTACHMENT L3

ALTERNATE PRICING METHOD TO ATTACHMENT J3

PRICING – TECHNICAL

**Instructor-led Training
at County Site**

Vendor is to list pricing for the majority of their technical courses. If vendor does not complete attachments L3 and L4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F. Price includes training manuals.

	<u>Name of Course</u>	<u>Regular List Price</u>	<u>% Discount for the County</u>
1	Blended '03 Courses	\$300.00/day	8%
2	2261, 2262, 2273	\$425.00/day	35%
3	2071, 2072, 2073	\$300.00/day	8%
4	1200	\$425.00/day	35%
5	XP COMBO (2261/2262/2272)	\$425.00/day	35%
6	2400	\$425.00/day	35%
7	1013/1303	\$425.00/day	35%
8	2433/2439	\$425.00/day	35%
9	2569/2597	\$425.00/day	35%
10	1160, 1165	\$425.00/day	35%

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257**Section 2.10****ATTACHMENT L4****ALTERNATE PRICING METHOD TO ATTACHMENT J4****PRICING – TECHNICAL****Instructor-led Training****at County Site**

Vendor is to list pricing for the majority of their technical courses. If vendor does not complete attachments L3 and L4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F. Price includes training manuals.

	<u>Name of Course</u>	<u>Regular List Price</u>	<u>% Discount for the County</u>
1	2012, 2014, 2123, 2199, 2208, 2209, 210, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2282, 2283/2208, 2297, 2294	\$640.00/day	33%
2	2263(2261/2262), 2264/2265, 2285	\$640.00/day	33%
3	827/828, 2028, 2087, 2126, 2143, 2150, 2151, 2152, 2153, 2154, 2159, 2295, 2301, 2550, 2824	\$640.00/day	33%
4	1026, 2572, 2573, 2008, 2009, 2011	\$640.00/day	33%
5	2090, 2093, 2591, 2723, 2733, 2734, 4792	\$640.00/day	33%
6	1608,2300, 2379, 2381, 2667	\$640.00/day	33%
7	1737, 1787, 1846, 1905, 1913, 2052, 2124, 2349, 2350, 2363, 2364, 2365, 2373, 2389, 2415, 2500, 2524, 2530, 2555, 2556, 2557, 2565, 2640, 2710, 2717, 2727, 2728, 2729, 2730, 2732	\$640.00/day	33%
8	2801, 2802, 2806, 2810, 2811, 2821, 2825, 2830, 2840	\$640.00/day	33%
9	1185, 1300, 1400	\$640.00/day	33%
10	1201, 1202	\$640.00/day	33%
11	3001, 3002, 3004, 3005, 3006, 30016, 3014, 3018	\$640.00/day	33%
12	VOIP & CISSP	\$559.00/day	0%

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

Section 2.10

ATTACHMENT M3

ALTERNATE PRICING METHOD TO ATTACHMENT K3

PRICING – TECHNICAL

Instructor-led Training at County Site

Vendor is to list pricing for the majority of their technical courses. If vendor does not complete attachments M3 and M4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F. Price includes training manuals)

	<u>Name of Course</u>	<u>Regular List Price</u>	<u>% Discount for the County</u>
1	Blended '03 Courses	\$300.00/day	8%
2	2261, 2262, 2273	\$425.00/day	35%
3	2071, 2072, 2073	\$300.00/day	8%
4	1200	\$425.00/day	35%
5	XP COMBO (2261/2262/2272)	\$425.00/day	35%
6	2400	\$425.00/day	35%
7	1013/1303	\$425.00/day	35%
8	2433/2439	\$425.00/day	35%
9	2569/2597	\$425.00/day	35%
10	1160, 1165	\$425.00/day	35%

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257**Section 2.10****ATTACHMENT M4****ALTERNATE PRICING METHOD TO ATTACHMENT K4****PRICING – TECHNICAL****Instructor-led Training at County Site**

Vendor is to list pricing for the majority of their technical courses. If vendor does not complete attachments M3 and M4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F. Price includes training manuals)

	<u>Name of Course</u>	<u>Regular List Price</u>	<u>% Discount for the County</u>
1	2012, 2014, 2123, 2199, 2208, 2209, 210, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2282, 2283/2208, 2297, 2294	\$640.00/day	33%
2	2263(2261/2262), 2264/2265, 2285	\$640.00/day	33%
3	827/828, 2028, 2087, 2126, 2143, 2150, 2151, 2152, 2153, 2154, 2159, 2295, 2301, 2550, 2824	\$640.00/day	33%
4	1026, 2572, 2573, 2008, 2009, 2011	\$640.00/day	33%
5	2090, 2093, 2591, 2723, 2733, 2734, 4792	\$640.00/day	33%
6	1608,2300, 2379, 2381, 2667	\$640.00/day	33%
7	1737, 1787, 1846, 1905, 1913, 2052, 2124, 2349, 2350, 2363, 2364, 2365, 2373, 2389, 2415, 2500, 2524, 2530, 2555, 2556, 2557, 2565, 2640, 2710, 2717, 2727, 2728, 2729, 2730, 2732	\$640.00/day	33%
8	2801, 2802, 2806, 2810, 2811, 2821, 2825, 2830, 2840	\$640.00/day	33%
9	1185, 1300, 1400	\$640.00/day	33%
10	1201, 1202	\$640.00/day	33%
11	3001, 3002, 3004, 3005, 3006, 30016, 3014, 3018	\$640.00/day	33%
12	VOIP & CISSP	\$559.00/day	0%

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

Section 2.11
ATTACHMENT N
Other Products and Services

		Regular List Price	% Discount for the County
		<hr/>	<hr/>
1	Consulting	\$2000.00/day	25%
2	One-on-one training/tutoring	\$800.00/day	25%
3	Custom applications	NA	NA
4	Other (list):		
	Room Rental	\$700.00/say	15%

VENDOR IS REQUESTED TO PROVIDE THIS INFORMATION.
THIS ATTACHMENT **WILL NOT** BE INCLUDED
IN THE EVALUATION PROCESS.

MINDWORKS, 1465 N HAYDEN RD #3, SCOTTSDALE, AZ 85257

LISTING OF COURSES – TECHNICAL CLASSROOM SETTING

Class Number	Class Name	Days	Min. Stu.	Max. Stu.
Microsoft		Days		
2152/2273	Managing & Maintaining a MS W2K3 Environment (2274 & 2275)	5	4	12
2153/2276/2277	Implementing/Managing/Maintaining Win Server 2003 Network	5	4	12
2154/2279	Plan/Imp/Maintain MS Win Server 2003 Active Dir Infrastructure	5	4	12
2207 (2209/2210)	Updating Admin & Eng Skills from Win 2000 to Win Server 2003	5	4	12
2012	Implementing and Managing a MS Office SharePoint Portal Server 2003 Infrastructure	3	4	12
2014	Customizing Microsoft Office SharePoint Portal Server 2003	2	4	12
2208	Upgrading Your Support Skills from MS Win NT 4.0 to MS Win Server 2003	3	4	12
2209	Expert Track: Updating Systems Admin. Skills from Microsoft Win.2K to Win. Server 2K3	2	4	12
2210	Updating Sys Eng Skills from Win 2000 to Win Server 2003	3	4	12
2273	Managing & Maintaining a MS W2K3 Environment (2274 & 2275)	5	4	12
2274	Managing a MS Windows Server 2003 Environment	5	4	12
2275	Maintaining a MS Windows Server 2003 Environment	3	4	12
2276	Implementing MS Win Server 2003 Network Infrastructure/Host	2	4	12
2277	Implementing/Managing/Maintaining Win Server 2003 Network	5	4	12
2278	Planning/Maintain MS Win Server 2003 Network Infrastructure	5	4	12
2279	Plan/Imp/Maintain MS Win Server 2003 Active Dir Infrastructure	5	4	12
2282	Designing a MS Windows Server 2003 Active Directory & Network Infrastructure	5	4	12
2283/2208	Updating MS NT 4.0 to MS Windows Server 2003	5	4	12
2297	Planning a MS Win Server 2003 for an MCSE on Win 2000	3	4	12
2596/2597	Planning, Deploying and Managing SMS 2003	5	4	12
2694	Updating Web Server Skills to Internet Information Services 6.0	2	4	12
2261	Supporting Users Running the MS Windows XP Operating System	3	4	12
2262	Supporting Users Running Applications on a MS Windows XP Operating System	2	4	12
2263 (2261/2262)	Supporting Users Running Apps. and Win. XP OS	5	4	12
2272	Implementing & Supporting MS Win XP Professional	5	4	12
2285	Installing/Config/Admin MS Windows XP Professional	3	4	12
XPCOMBO	Combination 2261, 2262 and 2272 Classes	5	4	12
827/828	Admin/Supporting MS Systems Management Server 2.0	5	4	12
2028	Windows 2000 Administration	3	4	12
2087	Implementing Windows 2000 Clustering	3	4	12
2126	Managing a MS Win 2000 Network Environment	5	4	12
2143	Deploying and Managing Microsoft Host Integration Server 2000	5	4	12
2150	Designing a Secure MS Win 2000 Network	5	4	12
2151	Microsoft Windows 2000 Network and Operating System Essentials	5	4	12
2152	Implementing MS Windows 2000 Professional and Server	5	4	12
2153	Implementing a MS Windows 2000 Network Infrastructure	5	4	12
2154	Implementing & Administering MS Win 2000 Directory Services	5	4	12
2159	Deploying & Managing MS Internet Security & Accel. Server 2K	3	4	12
2295	Implementing & Supporting MS Internet Information Services 5.0	3	4	12
2301	Implementing MS Small Business Server 2000	1	4	12
2550	Implementing MS Operations Manager 2000	3	4	12
1026	Implementing & Managing MS Exchange 5.5	4	4	12

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1572	Implementing & Managing MS Exchange 2000	5	4	12
1573	Designing MS Exchange 2000 for the Enterprise	4	4	12
2008	Designing & Planning MS Exchange 2003	2	4	12
2009	Upgrading Your Skills from MS Exchange 5.5 to MS Exchange 2003	3	4	12
2011	Troubleshooting MS Exchange 2003	3	4	12
2400	Implementing & Managing MS Exchange 2003	5	4	12
2071	Querying MS SQL Server 2000 with Transact - SQL	2	4	12
2072	Administering a Microsoft SQL Server 2000 Database	5	4	12
2073	Programming a MS SQL Server Database	5	4	12
2090	Modeling Bus Req to Create a DB using VS.NET Enterprise	3	4	12
2093	Implementing Business Logic with MDX in SQL Server 2000	3	4	12
2591	Implementing Replication Using MS SQL Server	3	4	12
2723	SQL Server 2000 for Experienced Data Professionals	3	4	12
2733	Updating Your Database Administration Skills to SQL Server Yukon	5	4	12
2734	Updating Your Database Administration Skills to SQL Server Yukon	5	4	12
4792	Intensive Business Intelligence (2074/2092)	5	4	12
1013	Mastering MS Visual Basic 6 Development	5	4	12
1303	Mastering MS Visual Basic 6 Fundamentals	5	4	12
1608	Designing Business Solutions	5	4	12
2300	Developing Secure Web Applications	3	4	12
2379	Developing & Deploying MS BizTalk Server 2000	5	4	12
2381	Planning Collaborative Solutions with MS Office XP	2	4	12
2433	MS Visual Basic Scripting & MS Win Scripting Host Essentials	3	4	12
2439	Scripting Using MS Windows Management Instrumentation	2	4	12
2667	Introduction to Programming	3	4	12
1013/1303	Microsoft Visual Basic 6 Combo Class	5	4	12
1846	Microsoft Solutions Framework Essentials	3	4	12
1905	Building XML Based Web Applications	5	4	12
1913	Exchanging & Transforming Data Using XML & XSLT	5	4	12
2124	Programming with C#	5	4	12
2310	Developing MS ASP.NET Web Applications - Visual Studio .NET	5	4	12
2349	Programming MS .NET Framework with C#	5	4	12
2350	Securing & Deploying MS .NET Assemblies	3	4	12
2373	Programming with MS Visual Basic .NET	5	4	12
2389	Programming with MS ADO .NET	3	4	12
2415	Programming MS .NET Framework with Visual Basic .NET	5	4	12
2500	Introduction to XML and the MS .NET Platform	2	4	12
2524	Developing XML Web Services Using MS ASP.NET	3	4	12
2530	Introduction of MS Windows CE.NET	3	4	12
2555	Developing Microsoft .NET Applications for Windows (Visual C# .NET)	5	4	12
2556	Developing Mobile Applications Using the Microsoft .NET Compact Framework	5	4	12
2557	Building COM+ Apps Using MS .NET Enterprise Service	5	4	12
2559	Introduction to Visual Basic .NET Programming with MS .NET	5	4	12
2565	.NET APPS for Windows VB .NET	5	4	12
2640	Upgrading Web Development Skills from ASP to ASP .NET	3	4	12
2710	Analyzing Requirements and Defining Microsoft .NET Solution Architectures	5	4	12
2717	Introduction to MS .NET Development	2	4	12

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2727	Developer Skills Builder for Microsoft .NET (2 Weeks)	10	4	12
2728	Building Microsoft BizTalk Server 2002 Solutions	4	4	12
2729	Building Microsoft Commerce Server 2002 Solutions	4	4	12
2730	Building Microsoft Content Management Server 2002 Solutions	4	4	12
2732	Planning Enterprise Project Management	3	4	12
2801	Microsoft Security Guidance Training I	3	4	12
2802	Microsoft Security Guidance Training II	3	4	12
2806	Microsoft Security Guidance for Developers	3	4	12
2810	MS Fundamentals of Network Security	4	4	12
2821	Designing and Managing a Public Key Infrastructure	4	4	12
2823/2150	Implementing and Administering Security in a Microsoft Windows Server 2003 Network	5	4	12
2830	Designing Security for MS Networks	3	4	12
CompTIA		Days		
1160	A+	5	4	12
1165	Network+	5	4	12
1185	Linux+	5	4	12
1300	IT Project+	5	4	12
1400	Security+	5	4	12
Cisco		Days		
1200	CCNA/Cisco Certified Network Associate	5	4	12
1201	Building Scalable Cisco Networks (BSCN)	5	4	12
1202	Building Cisco Multilayer Switched Networks (BCMSN)	5	4	12
Novell		Days		
3001	Foundations of Novell Networking: NetWare 6	5	4	12
3002	Netware 4 to 6 Upgrade	2	4	12
3004	Novell Network Management: NetWare 6	5	4	12
3005	Advanced Novell Network Management: NetWare 6.0	5	4	12
3006	Desktop Management with ZENworks for Desktops 4	5	4	12
3016	Foundations of Novell Networking 6.5-course	5	4	12
3014	GroupWise 6.5 Administration	5	4	12
3018	Upgrading to NetWare 6.5	5	4	12
Security		Days		
CISSP	Certified Info Sys Security Professional	5	4	12
Project Mgmt		Days		
SPROJ	Project Management Professional Certification	3	4	12
Web Applications				
CRYSTAL1	Crystal Reports 9.0/10	2	4	12
CRYSTAL2	Crystal Reports Advanced 9.0/10	2	4	12
DREAMW	Dreamweaver MS Introduction	1	4	12
HTML1	HTML Fundamentals	2	4	12
HTML2	HTML Advanced	1	4	12
INFOPATH	Microsoft Office InfoPath 2003: Creating InfoPath Forms	2	4	12

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PRICING SHEET S073708/B0608675/NIGP 92091

Terms:	NET 30
Vendor Number:	W000000298 X
Telephone Number:	480/874-1500
Fax Number:	480/990-0081
Contact Person:	Beth Hickey
E-mail Address:	bethh@midworksaz.com
Company Web Site:	www.mindworksaz.com
Certificates of Insurance	Required
Contract Period:	To cover the period ending January 31, 2009 .

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WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ☒ YES ☐ NO

WILL YOUR FIRM ACCEPT A PROCUREMENT CARD FOR INVOICE PAYMENT? ☒ YES ☐ NO

IF YES, MAY THE COUNTY TAKE ADVANTAGE OF DISCOUNTS OFFERED BY YOUR FIRM IN THIS BID/RFP WHEN PAYING WITH A PROCUREMENT CARD? ☒ YES ☐ NO

INTERNET ORDERING CAPABILITY: ☒ YES ☐ NO % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ☒ YES ☐ NO

PRICING SHEET S073708/B0608675/NIGP 92091

**Section 2.6
ATTACHMENT F1
Training Specifications: List of Courses
End-User
Classroom setting**

List the name of the course and
the number of days.

<u>COURSE NAME & NUMBER OF DAYS</u>	<u># OF DAYS</u>
Windows Introduction (Intro To PC)	½ day
Windows Intermediate	½ day
Microsoft Internet Explorer	½ day
Access –Table Design	½ day
Access – Query Design	½ day
Access – Form Design	½ day
Access – Report Design	½ day
Access – Advanced Tools & Macros	½ day
Excel – Introduction	½ day
Excel – Intermediate	½ day
Excel – Introduction To Charting	½ day
Excel – Consolidation & Pivot Tables	½ day
Excel – Functions & Macros	½ day
Outlook – Introduction To Email	½ day
Outlook – Calendar & Tasks	½ day
Outlook – Advanced	½ day
PowerPoint - Introduction	½ day
PowerPoint – Intermediate	½ day
PowerPoint – Advanced	½ day
Project – Level 1 (Introduction)	1 day
Project – Level 2 (Advanced)	1 day
Publisher – Introduction	1 day
Visio – Introduction	1 day
Word – Introduction	½ day
Word - Intermediate	½ day
Word – Advanced	½ day
PageMaker - Introduction	1 day

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Desktop Course Catalog

Communications

Groupwise Introduction to E-Mail.....	1/2 day	PowerPoint 2002 (XP) Advanced.....	1 day
Groupwise 5.5 Calendar and Task Management	1/2 day	PowerPoint 2002 (XP) Sales Presentations.....	1 day
Lotus Notes eMail	1/2 day	Visio 2000 Beginning.....	1 day
Lotus Notes 5.0 Introduction	1 day	Visio 2000 Advanced.....	1 day
Outlook 2000 Calendar & Task Management.....	1/2 day		
Outlook 2000 Introduction to E-mail.....	1/2 day	Programming	
Outlook XP Basics	1 day	Visual Basic Introduction	3 days
Outlook XP Advanced.....	1 day		

Database

Access 2000 Introduction: Table Design/Data Entry	1/2 day	Project 2000 Tasks and Project Calendars	1/2 day
Access 2000 Intermediate: Query Design	1/2 day	Project 2000 Resources and Costs.....	1/2 day
Access 2000 Relational Database Design.....	1/2 day	Project 2000 Implement & Track a Project.....	1/2 day
Access 2000 Form Design.....	1/2 day	Project 2000 Administer a Project	1/2 day
Access 2000 Report Design	1/2 day		

Access 2000 Advanced Tools & Macros

Access 2002 (XP) Introduction: Table Design/Data Entry	1/2 day	Sales Management	
Access 2002 (XP) Intermediate: Query Design	1/2 day	ACT! 2000 Beginning	1 day
Access 2002 (XP) Relational Database Design.....	1/2 day	ACT! 2000 Advanced	1 day
Access 2002 (XP) Form Design.....	1/2 day	GoldMine 4.0 Intermediate	1/2 day
Access 2002 (XP) Report Design	1/2 day	GoldMine 4.0 Introduction	1/2 day
Access 2002 (XP) Advanced Tools & Macros	1/2 day		
Access 2000 Application Development.....	2 days	Spreadsheet	
Crystal Reports Basic Skills	2 days	Excel 2000 Introduction.....	1/2 day
Crystal Reports Advanced	2 days	Excel 2000 Intermediate.....	1/2 day
Visual Basic Database Programming	5 days	Excel 2000 Consolidation & Pivot Tables.....	1/2 day
		Excel 2000 Charting	1/2 day
		Excel 2000 Customize Excel & Macros.....	1 day
		Excel 2002 (XP) Introduction.....	1/2 day
		Excel 2002 (XP) Intermediate.....	1/2 day
		Excel 2002 (XP) Consolidation & Pivot Tables	1/2 day
		Excel 2002 (XP) Charting	1/2 day
		QuickBooks Pro 2002 Beginning.....	1 day
		Quicken 2003 Introduction.....	1 day

Desktop Publishing

Publisher 2000 Beginning	1 day		
Quark Express 4.1 Beg	1 day		

Operating System

Office 2000 New Features	1/2 day		
Office XP New Features	1/2 day		
Introduction to Personal Computers			
Using Windows	1/2 day		
Windows 2000 Introduction.....	1/2 day		
Windows 2000 Intermediate	1/2 day		
Windows 98 Introduction.....	1/2 day		
Windows 98 Intermediate	1/2 day		
Windows XP New Features	1/2 day		

Presentation and Graphics

CorelDRAW 10.0 Introduction.....	2 days		
CorelDRAW 10.0 Advanced	2 days		
Illustrator 8.0 Beginning	1 day		
PhotoShop Basic Skills 1	1 day		
PhotoShop Basic Skills 2	1 day		
PhotoShop Color Correction/Printing.....	1 day		
PhotoShop Web Production.....	1 day		
Photoshop Elements.....	1 day		
PowerPoint 2000 Introduction.....	1/2 day		
PowerPoint 2000 Intermediate.....	1/2 day		
PowerPoint 2000 Advanced.....	1/2 day		
PowerPoint 2002 (XP) Basics.....	1 day		

Web Design & Scripting

Adobe Acrobat Introduction	1 day		
Deploying Active Server Pages.....	3 days		
Introduction to Cascading Style Sheets	1 day		
DreamWeaver 4.0 Introduction	1 day		
Flash 5.....	3 days		
FrontPage 2000 Introduction.....	1 day		
FrontPage 2000 Intermediate.....	1 day		
FrontPage 2000 Advanced.....	1 day		
FrontPage 2002 (XP) Basics	1 day		
FrontPage 2002 (XP) Intermediate	1 day		
FrontPage 2002 (XP) Advanced	1 day		
Learning HTML Introduction.....	1 day		
Learning HTML Intermediate.....	1 day		
Learning HTML Advanced.....	1 day		
Microsoft Internet Explorer 6.0	1 day		

Word Processing

Word 2000 Introduction	1/2 day		
Word 2000 Intermediate	1/2 day		
Word 2000 Section Formatting & Templates	1/2 day		
Word 2000 Merge, Tables, and Form	1/2 day		
Word 2000 Document Design	1/2 day		
Word 2000 Advanced Document Formatting	1/2 day		
Word 2000 Advanced Legal Features	1/2 day		
Word XP Beginning	1 day		
Word Perfect Beginning.....	1 day		

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Section 2.6
ATTACHMENT F2
Training Specifications: List of Courses
End-User
Self-paced, Computer-based, or Web-based

List the name of the course and
the duration in number of hours.

<u>COURSE NAME & NUMBER OF DAYS</u>	Interoperability Standard AICC or SCORM	DURATION IN# OF HOURS
<i>Example: Word</i>	<i>SCORM</i>	2 hr.
Understanding PC & Internet Series (Intro To PC)	**See Below**	9
Microsoft Access	**See Below**	9
Microsoft Excel	**See Below**	9
Microsoft Outlook	**See Below**	9
Microsoft PowerPoint	**See Below**	9
Microsoft Project	**See Below**	9
Microsoft Publisher	**See Below**	9
Microsoft Windows	**See Below**	9
Microsoft Word	**See Below**	15
PageMaker	**See Below**	9
Adobe InDesign	**See Below**	3
Adobe Illustrator	**See Below**	9
Adobe Photoshop	**See Below**	9
Dreamweaver MX	**See Below**	9
Fireworks MX	**See Below**	9
Flash	**See Below**	9
Front Page	**See Below**	9
PageMaker	**See Below**	9
PhotoDraw	**See Below**	9
Publisher	**See Below**	9

*** Plans are to achieve AICC/SCORM compliance in 2005

See enclosed Learn Key catalog for additional course
information or go to www.tty.onlineexpert.com website

BUSINESS APPLICATIONS

<u>COURSE</u>	<u>SESSIONS</u>
Access 2003 Course	3
Access 2002 Course	3
Access 2000 Course	3
Adobe Integration Series	3
Adobe InDesign 2.0 Essentials	1
Adobe Illustrator 10 What's New	1
Adobe Illustrator 9 Course	3
Adobe Photoshop & Beyond	1
Adobe Photoshop 7 Course	3
Adobe Photoshop 6 Course	5
Adobe Premier Course	3
Basic Computing Course	1
Computer & Internet Fundamental Course (IC3)	3
Dreamweaver MX 2004 Course	3

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Dreamweaver, Fireworks & Flash Course	3
Excel 2003 Course	3
Excel 2002 Course	3
Excel 2000 Course	3
Fireworks MX 2004 Course	3
Flash MX 2004 Course	3
Flash 5 Course	3
FrontPage 2003 Course	3
FrontPage 2002 Course	3
FrontPage 2000 Course	3
Office XP Integration Course	3
Office 2000 Power User Series	3
Outlook 2003 Course	3
Outlook 2002 Course	3
Outlook 2000 Course	3
PageMaker 6.5 Course	3
PhotoDraw 2000 Course	3
PowerPoint 2003 Course	3
PowerPoint 2002 Course	3
PowerPoint 2000 Course	3
Project 2000 Course	3
Publisher 2000 Course	3
Security Essentials For Computer Users	1
Understanding PC & Internet Series	2
Fundamental Users Guide Course	1
Maintenance & Repair Course	1
Windows XP Learning Course	3
W2K Learning Course	3
Win Me Learning Course	3
Win 98 Learning Course	3
Word 2003 Course	5
Word 2002 Course	3
Word 2000 Course	3

** Note: Sessions are each 3 hours in length

Technical Class Listing

Course#	Course Name	Days
2072	Administering a Microsoft SQL Server 2000 Database	5
827	Administering Microsoft Systems Management Server 2.0	3
828	Deploying and Supporting Microsoft Systems Management Server 2.0	5
836	Secure Web Access Using Microsoft Proxy Server 2.0	2
1026	Microsoft Exchange Server 5.5 Series-Concepts and Administration	4
1560	Updating Support Skills from Microsoft Windows NT 4.0 to Microsoft Windows 2000	5
1561	Designing a Microsoft Windows 2000 Directory Services Infrastructure	3
1562	Designing a Microsoft Windows 2000 Networking Services Infrastructure	4
1572	Implementing and Managing Microsoft Exchange 2000	5
1573	Designing Microsoft Exchange 2000 for the Enterprise	4
2277	Implementing, Managing, and Maintaining a MS Win Server 2003 Infrastructure Network	5
2008	Designing a Microsoft Exchange Server 2003 Organization	2
2009	Upgrading Your Skills from MS Exchange Server 5.5 to MS Exchange Server 2003	3
2011	Troubleshooting Microsoft Exchange Server 2003 Workshop	3
2071	Querying Microsoft SQL Server 2000 with Transact-SQL	2
2073	Programming a Microsoft SQL Server 2000 Database	5
2074	Designing and Implementing OLAP Solutions Using Microsoft SQL Server 2000	5
2087	Implementing Microsoft Windows 2000 Clustering	3
2124	Programming with C#	5
2126	Managing a Microsoft Windows 2000 Network Environment	5

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Course#	Course Name	Days
2150	Designing a Security-Enhanced Microsoft Windows 2000 Network	5
2151	Microsoft Windows 2000 Network and Operating System Essentials	5
2152	Implementing Microsoft Windows 2000 Professional and Server	5
2153	Implementing a Microsoft Windows 2000 Network Infrastructure	5
2154	Implementing and Administering Microsoft Windows 2000 Directory Services	5
2159	Deploying and Managing Microsoft Internet Security and Acceleration Server 2000	3
2185	Deploying and Managing Microsoft Commerce Server 2000	2
2203	Deploying and Managing Microsoft Application Center 2000	2
2207	Expert Track Updating Systems Admin and Systems Engineer Skills from MS Win 2000	5
2208	Upgrading Your Support Skills from Microsoft Windows NT 4.0 to MS Win Server 2003	3
2261	Supporting Users Running the Microsoft Windows XP Operating System Course	3
2262	Supporting Users Running Applications on a Microsoft Windows XP Operating System	2
2272	Implementing and Supporting Microsoft Windows XP Professional	5
2273	Managing and Maintaining a Microsoft Windows Server 2003 Environment	5
2274	Managing a Microsoft Windows Server 2003 Environment	5
2275	Maintaining a Microsoft Windows Server 2003 Environment	3
2276	Implementing a Microsoft Windows Server 2003 Network Infrastructure Network Hosts	2
2278	Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	5
2279	Planning Implementing and Maintaining a MS Win Server 2003 Active Dir. Infrastructure	5
2282	Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure	5
2285	Installing, Administering, and Configuring Microsoft Windows XP Professional	2
2297	Planning, Implementing, and Managing a MS Win Server 2003 Env for an MCSE on Win 2K 5	
2310	Developing Microsoft ASP NET Web Applications Using Visual Studio NET	5
2341	Fundamentals of Dev. a Business-to-Consumer Solution with MS Commerce Server 2000	5
2373	Programming with Microsoft Visual Basic.NET	5
2379	Developing and Deploying Microsoft Biz Talk Server 2000 Solutions	5
2389	Programming with Microsoft ADO.NET	3
2395	Designing, Deploying and Managing Network Solutions for the Small-& Med. sized Business	3
2400	Implementing and Managing Microsoft Exchange Server 2003	5
2524	Developing XML Web Services Using Microsoft ASP NET	3
2555	Developing Microsoft NET Applications for Windows (Visual C# NET)	5
2557	Building COM+ Applications Using Microsoft NET Enterprise Services	5
2565	Developing Microsoft NET Applications for Windows (Visual Basic NET)	5
2640	Upgrading Web Development Skills from ASP to Microsoft ASP.NET	3
2663	Programming with XML in the Microsoft.NET Framework	3
2710	Analyzing Requirements and Defining Microsoft NET Solution Architectures	5
2732	Planning, Deploying, and Managing an Enterprise Management Solution Course	5
2810	Fundamentals of Network Security	4
2830	Designing Security for Microsoft Networks	3
2840	Implementing Security for Applications	5
79933	LINUX Networking	3
79934	LINUX Fundamentals	3
77807	LINUX System Administration	5
77500	LINUX Advanced Server	5
77806	LINUX Network Administration	5
*****	Other LINUX Courses Available	

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Section 2.6
ATTACHMENT F4
Training Specifications: List of Courses
Technical
Self-paced, Computer-based, or Web-based

List the name of the course and
the number of days.

COURSE NAME & NUMBER OF DAYS	Interoperability Standard AICC or SCORM	# HOURS
<i>Example: MS SQL</i>	*** See Below***	8 hr.
.NET Security for Developers Part 1	*** See Below***	15
.NET What it Means to You	*** See Below***	18
ADO.NET for Developers Part 1	*** See Below***	3
ADO.NET for Developers Part 2	*** See Below***	15
ASP for Developers	*** See Below***	15
ASP.NET for Developers Part 1	*** See Below***	15
ASP.NET for Developers Part 2	*** See Below***	18
ASP.NET Web Services Fundamentals	*** See Below***	21
.NET Security for Developers Part 2	*** See Below***	15
VB.NET for Developers Part 1	*** See Below***	24
VB.NET for Developers Part 2	*** See Below***	24
VB.NET for Developers Part 3	*** See Below***	21
XML.NET for Developers	*** See Below***	12
Cisco BCMSN	*** See Below***	15
Cisco Safe	*** See Below***	9
Cisco PIX Firewall	*** See Below***	18
Cisco Intro	*** See Below***	9
Cisco ICND	*** See Below***	18
Cisco CSIDS	*** See Below***	12
Cisco CIT	*** See Below***	15
Cisco BSCI	*** See Below***	15
Cisco BCRAN	*** See Below***	21
Cisco Security	*** See Below***	18
Cisco VPN Security	*** See Below***	9
Crystal Reports – Basic Skills	*** See Below***	16
Crystal Reports - Advanced	*** See Below***	16
Dreamweaver	*** See Below***	9
Visual Basic 6.0 Series	*** See Below***	18
HTML - Introduction	*** See Below***	8
HTML – Intermediate	*** See Below***	8
HTML – Advanced	*** See Below***	8
InfoPath – Creating InfoPath Forms	*** See Below***	16
LINUX+ Certification Course	*** See Below***	12
Microsoft Windows XP – Professional Course	*** See Below***	18
SharePoint Portal Server	*** See Below***	
SQL Server Admin Course	*** See Below***	21
SQL Server Implementing Database Design	*** See Below***	24
VBA Programming – Access	*** See Below***	16
XML Essentials	*** See Below***	3
XML Foundations for Developers	*** See Below***	15
XML.NET for Developers	*** See Below***	16
XML with SQL 2000 for Developers	*** See Below***	9
Exchange Server Implementation	*** See Below***	15
Exchange Server Design	*** See Below***	6
Exchange Server Admin Course	*** See Below***	9

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information or go to www.tty.onlineexpert.com website

IT CERTIFICATION & SERCURITY TRAINING COURSES

<u>COURSE</u>	<u>Sessions</u>
A+ Certification Course	11
A+ PC Hardware Course	7
A+ Operating System Technologies Course	4
Cisco BCMSN Course	5
Cisco BCRAN Course	7
Cisco BSCI Course	5
Cisco CCNA Series	9
Cisco INTRO	3
Cisco ICND 2.1	6
Cisco CIT 2003 Course	5
Cisco CSIDS Course	4
Cisco PIX Firewall Course	6
Cisco SAFE Course	3
Cisco SECUR Course	6
Cisco VPN Security Course	3
CISSP Series	10
Exchange Server 2003 Design	2
Exchange Server 2003 Implementation	5
Exchange 2000 Server Admin Course	3
Exchange 2000 Server Design Course	3
Hacking Revealed Course	5
I-Net+ Course	5
ISA Server 2000 Course	4
Linux + Certification Course	4
Network + Certification Course	4
Security+ Course	4
SQL Server 2000 Admin Course	7
SQL Server 2000 Implementing Database Design Course	8
Windows XP Professional Course	6
Win Server 2003 Active Directory & Network Infr Design	5
Win Server 2003 Active Directory Infrastructure	5
Win Server 2003 Implementing Network Infrastructure	5
Win Server 2003 Managing A Network Environment	5
Win Server 2003 Planning Network Infrastructure	5
Win Server 2003 Security Design Course	4
Win Server 2003 Security Implementation Course	5
Win Server 2003 MCSA Skills Update	3
Win Server 2003 MCSE Skills Update	4
W2K Directory Services Administration	4
W2K Directory Services Design Course	4
W2K Managing A Network Environment	5
W2K Network Infrastructure Admin	5
W2K Network Infrastructure Design	5
W2K Network Security Design Course	3
W2K Professional Admin Course	5
W2K Server Administration Course	5

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APPLICATION DEVELOPER COURSES

<u>Course</u>	<u>Sessions</u>
ADO.NET For Developers Series	10
Asp For Developers	5
Asp.Net For Developers Series	13
Asp.Net Web Services Fundamentals	5
C# For Developers	8
C# With Asp.Net	5
Com+ For Developers	3
Html 4.0 For Developers	3
Java 2 For Programmers	5
J2ee For Developers	5
J2se For Developers	8
Javascript For Developers Series	5
.Net What It Means To You	1
.Net Security For Developers Series	11
Sql 2000 Dts & Olap For Developers Sereis	9
SQL 2000 For Developers Series	14
Vb.Net For Developers Series	23
Vb 6.0 To Vb.Net Migration For Developers	2
Visual Basic With Sql 2000 For Developers	6
Visual Basic 6.0 Series	6
Xml Essentials Course	1
Xml Foundations For Developers	5
Xml In Java For Developers Course	3
Xml.Net For Developers Course	4
Xml For Developers using Ms Tool Series	8
Xml With Sql 2000 For Developers	3
Xslt 1.0 For Developers Course	2

** Note: Each session is 3 hours in length

TECHNICAL TRAINING KITS

Bundle or Series	Sessions
ASP.NET All-in-One Developer Series	19
ASP.NET Web Services Fundamentals, ASP.NET for Developers Part 1 & Part 2 & .NET What it Means to You. Provides comprehensive instruction for using ASP.NET.	
Java Developer Series	13
Java2 for Programmers, J2EE for Developers, XML in Java for Developers. Provides comprehensive instruction for using the Java programming language.	
.NET Developers Series	22
ASP.NET for Developers Part 1 & Part 2, C# for Developers & .NET What it Means to You. Provides a comprehensive foundation for developing for the .NET platform.	
.NET MCAD Bundle	40
ASP.NET for Devs Part 1 & Part 2, VB.NET for Devs Part 1, Part 2 & Part 3, XML.NET for Devs. Provides comprehensive instruction for using .NET technologies while covering learning objectives for the MCAD certification.	

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.NET MCSD Bundle	48
ASP.NET for Devs Part 1 & Part 2, & part 3, XML.NET for Devs SQL Server 2000 Implementing DB Design. Provides instruction for using .NET technologies while covering objectives for the MCSD certification.	
SQL Server 2000 DTS & OLAP for Devs Series	9
SQL Server 2000 DTS & SQL Server 2000 OLAP. Provides comprehensive understanding of data transfer and analysis using SQL Server DTS & OLAP	
SQL Server 2000 for Developers Series	14
SQL 2000 for Developers Part 1, SQL 2000 for Developers Part 2, SQL 2000 for Developers Part 3. Provides a thorough understanding of development and support concepts required to make effective use of SQL Server 2000.	
VB.NET All-in-One Bundle	26
Visual Basic to VB.NET Migration for Developers, VB.NET for Developers Part 1, Part 2, & Part 3, .NET What it Means to You. Provides comprehensive instruction using VB.NET.	
Web Developer Series	18
ASP for Developers, HTML 4.0 for Developers, XML for Developers & XSLT 1.0 for Developers. Provides comprehensive understanding for the most widely used web development tools.	
XML All-in-One Developer Series	16
XML Essentials for Developers, XML Foundation, XML for Developers Part 1 & Part 2, XSLT for Developers. Provides comprehensive instruction for using XML.	
Office XP Professional Bundle	15
Access 2002, Excel 2002, Outlook 2002, PowerPoint 2002 & Word 2002. Provides comprehensive instruction for the Microsoft Office XP Professional Suite.	
Cisco CCSP Series	24
Cisco SECUR, Cisco PIX Firewall, Cisco VPN Security, Cisco CSIDS & Cisco SAFE. Preparation for the Cisco SECURE, CSPFA, CSVPN, CSIDS CSI Exams.	
Cisco CCNP Training Series	22
Cisco BSCI, Cisco BCMSN, Cisco BCRAN & Cisco CIT. Preparation for the Cisco RTING, SWTCH, RMTAC, SPRT Exams.	
Cisco CCNA Bundle	9
Cisco INTRO, Cisco ICND 2.1 Preparation for the Cisco CCNA Exams.	
CISSP Series	11
Includes all 10 domains for the Common Body of Knowledge for CISSP. Preparation for the CISSP Exam	
CISSP, Hacking & Security+ Series	20
Includes all 10 domains of the Common Body of Knowledge for CISSP, Hacking Revealed, & CompTIA Security+.	
Windows Server 2003 Networking Exam Bundle	20
Active Directory Infrastructure, Implement Network Infrastructure, Managing A Network Environment & Planning Network Infrastructure. Preparation for Exams 70-290, 70-291, 70-293, 70-294.	
Windows Server 2003 MCSE Core Exam Bundle	31
Active Directory & Infr Design, Active Directory Infr, Imp Network Infr, Managing a Network Environment & Planning Network Infrastructure & Win XP Pro. Preparation for Exams: 70-290, 70-291, 70-293, 70-294, 70-297, 70-270	
Windows Server 2003 MCSE Classic Exam Bundle	34
Active Directory & Network Infr Design, Active Directory Infr, Imp Network Infr, Managing a Net Environment, Planning Network Infr, Security Design & Win XP Pro. Preparation for Exams: 70-290, 70-291, 70-293, 70-294, 70-297, 70-298, 70-270.	
W2K MCDBA with SQL Server 2000 Series	25
Windows 2000 Server Admin, Windows 2000 Network Infrastructure Admin, SQL 2000 Admin, SQL 2000 Implementing DB Design. Preparation for Exams: 70-215, 70-228, 70-229, 70-216.	
W2K MCSA Core Exam Bundle	15
Windows 2000 Professional Admin, Windows 2000 Server Admin, Windows 2000 Managing a Network Environment. Preparation for Exams 70-210, 70-215, 70-218.	

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W2K MCSE Core Exam Bundle	19
Professional Admin, Server Admin, Network Infrastructure Admin, Directory Services Admin. Preparation for Exams: 70-215, 70-216, 70-217.	
W2K MCSE Classic Exam bundle	31
Pro Admin Server Admin, Net Infrastructure Admin & Dir Services Admin, Network Infrastructure Design, Dir Services Design, Network Security Design. Preparations for Exams: 70-210, 70-215, 70-216, 70-217, 70-221, 70-219, 70-220	

** Sessions are 3 hours in length.

Course Catalog

Communications

Groupwise Introduction to E-Mail	1/2 day	PhotoShop Web Production	1 day
Groupwise 5.5 Calendar and Task Management	1/2 day	Photoshop Elements	1 day
Lotus Notes eMail	1/2 day	PowerPoint 2000 Introduction	1/2 day
Lotus Notes 5.0 Introduction	1 day	PowerPoint 2000 Intermediate	1/2 day
Outlook 2000 Calendar & Task Management	1/2 day	PowerPoint 2000 Advanced	1/2 day
Outlook 2000 Introduction to E-mail	1/2 day	PowerPoint 2002 (XP) Basics	1 day
Outlook XP Basics	1 day	PowerPoint 2002 (XP) Advanced	1 day
Outlook XP Advanced	1 day	PowerPoint 2002 (XP) Sales Presentations	1 day
		Visio 2000 Beginning	1 day
		Visio 2000 Advanced	1 day

Database

Access 2000 Introduction: Table Design/Data Entry	1/2 day
Access 2000 Intermediate: Query Design	1/2 day
Access 2000 Relational Database Design	1/2 day
Access 2000 Form Design	1/2 day
Access 2000 Report Design	1/2 day
Access 2000 Advanced Tools & Macros	1/2 day
Access 2002 (XP) Introduction: Table Design/Data Entry	1/2 day
Access 2002 (XP) Intermediate: Query Design	1/2 day
Access 2002 (XP) Relational Database Design	1/2 day
Access 2002 (XP) Form Design	1/2 day
Access 2002 (XP) Report Design	1/2 day
Access 2002 (XP) Advanced Tools & Macros	1/2 day
Access 2000 Application Development	2 days
Crystal Reports Basic Skills	2 days
Crystal Reports Advanced	2 days
Visual Basic Database Programming	5 days

Programming

Visual Basic Introduction	3 days
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Project Management

Project 2000 Tasks and Project Calendars	1/2 day
Project 2000 Resources and Costs	1/2 day
Project 2000 Implement & Track a Project	1/2 day
Project 2000 Administer a Project	1/2 day

Sales Management

ACT! 2000 Beginning	1 day
ACT! 2000 Advanced	1 day
GoldMine 4.0 Intermediate	1/2 day
GoldMine 4.0 Introduction	1/2 day

Spreadsheet

Excel 2000 Introduction	1/2 day
Excel 2000 Intermediate	1/2 day
Excel 2000 Consolidation & Pivot Tables	1/2 day
Excel 2000 Charting	1/2 day
Excel 2000 Customize Excel & Macros	1 day
Excel 2002 (XP) Introduction	1/2 day
Excel 2002 (XP) Intermediate	1/2 day
Excel 2002 (XP) Consolidation & Pivot Tables	1/2 day
Excel 2002 (XP) Charting	1/2 day
QuickBooks Pro 2002 Beginning	1 day
Quicken 2003 Introduction	1 day

Desktop Publishing

Publisher 2000 Beginning	1 day
Quark Express 4.1 Beg	1 day

Operating System

Office 2000 New Features	1/2 day
Office XP New Features	1/2 day
Introduction to Personal Computers	
Using Windows	1/2 day
Windows 2000 Introduction	1/2 day
Windows 2000 Intermediate	1/2 day
Windows 98 Introduction	1/2 day
Windows 98 Intermediate	1/2 day
Windows XP New Features	1/2 day

Web Design & Scripting

Adobe Acrobat Introduction	1 day
Deploying Active Server Pages	3 days
Introduction to Cascading Style Sheets	1 day
DreamWeaver 4.0 Introduction	1 day
Flash 5	3 days
FrontPage 2000 Introduction	1 day
FrontPage 2000 Intermediate	1 day
FrontPage 2000 Advanced	1 day
FrontPage 2002 (XP) Basics	1 day
FrontPage 2002 (XP) Intermediate	1 day
FrontPage 2002 (XP) Advanced	1 day

Presentation and Graphics

CorelDRAW 10.0 Introduction	2 days
CorelDRAW 10.0 Advanced	2 days
Illustrator 8.0 Beginning	1 day
PhotoShop Basic Skills 1	1 day
PhotoShop Basic Skills 2	1 day
PhotoShop Color Correction/Printing	1 day

SERIAL 04173-S

Learning HTML Introduction	1 day	Word 2000 Section Formatting & Templates	1/2 day
Learning HTML Intermediate	1 day	Word 2000 Merge, Tables, and Form	1/2 day
Learning HTML Advanced	1 day	Word 2000 Document Design	1/2 day
Microsoft Internet Explorer 6.0	1 day	Word 2000 Advanced Document Formatting	1/2 day
		Word 2000 Advanced Legal Features	1/2 day
		Word XP Beginning	1 day
		Word Perfect Beginning.....	1 day
Word Processing			
Word 2000 Introduction.....	1/2 day		
Word 2000 Intermediate	1/2 day		

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Section 2.9
ATTACHMENT I
Policies and Philosophies

- 1 Class format in hours excluding lunch hours. If multiple formats, please list, as 4 hr., 7 hr, etc. **4 hour, 8 hour, 16 hour formats (Multiple days on technical classes)**
- 2 Maximum number of students per course **12 students**
- 3 Do you normally offer 4 hour classes in your regularly scheduled advertised course offerings? Yes **XX** No ____
- 4 Local telephone/help desk support? Yes **XX** No ____
- If Yes, for how many months after they attend? **90 days**
- 5 How is scheduling handled? (i.e., through sales rep, through schedulers, etc.)
Registrations can be made by phone through Registrar or through website (Private classes ordered through Account Manager)
-
- 6 Whose course materials do you use?
Training To YOU (our own), Element K, Microsoft Official Curriculum (technical), Thomson, Gestalt, Learn Key (CBT & Online)
-
- 7 Would you offer this same pricing for employees who pay for the training themselves? Yes **XX** No ____
- 8 Do you have the ability to 'customize' courses? Yes **XX** No ____
- 9 What is your policy (including financial penalties) on refunds? **If a customer is not satisfied with a class taken, they can either retake the class at no charge or we will happily refund their tuition.**
- Cancellations: **If public end user class cancelled more than 5 business days, no penalty. If public class cancelled in less than 5 business days, student is charged for class.**
- If private end user class cancelled more than 10 business days, no penalty. If private end user class cancelled in less than 10 business days, organization will be charged for class.**
- If public technical class cancelled more than 15 business days, no penalty. If public technical class cancelled in less than 15 business days, organization will be charged for class.**

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If private technical class cancelled more than 15 business days, no penalty. If private technical class cancelled in less than 15 business days, organization will be charged for class.

No Shows: **If student does not notify us of cancellation and doesn't show up for a class, the student will be charged the full price of the class and will be rescheduled on a space available basis.**

Customer
Dissatisfaction
with quality of
training:

Every effort will be made to satisfy the student. They may be offered a future class with a different instructor, they can retake the class free of charge, or we will refund the full amount of the tuition.

10 Do you allow students to repeat a course? Yes **XX** No ____

If Yes, for how many months? **Unlimited**

How many times? **On a space available basis as many times as necessary for the student to learn the topic matter covered.**

11 Do you have the capacity to do course pre-testing and post-testing? Yes **XX** No ____

If "yes", please attach a copy of a pre-test and post-test for Word 6.0 and Excel 5.0 Intermediate along with a copy of the course outline. Label this Attachment "I"

12 Indicate the estimated elapsed time required before being able to provide training for new releases (in months) **3 months or less**

Section 2.10

ATTACHMENT J1

PRICING - END USER

**Instructor-Led Training
at County Site**

Vendor is to list pricing for the majority of their end-user courses.

**If vendor does not complete attachments J1 and J2 for different pricing, Maricopa County will assume that ALL pricing for end-user training reflected in this attachment corresponds to ALL end-user courses listed on Attachment F.
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$140	\$70

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2	\$140	\$70
3	\$140	\$70
4	\$140	\$70
5	\$140	\$70
6	\$140	\$70
7	\$140	\$70
8	\$140	\$70
9	\$140	\$70
10	\$140	\$70
11	\$140	\$70
12	\$140	\$70

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
	\$980	\$490
Up To 12 Students	A maximum of 12 students per class	A maximum of 12 students per class

Section 2.10

ATTACHMENT J2

PRICING - END USER

Instructor-Led Training

At County Site

**Pricing for Additional Courses that varies
from pricing on Attachment J1
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$220	\$110
2	\$220	\$110
3	\$220	\$110
4	\$220	\$110
5	\$220	\$110
6	\$220	\$110

NAME OF COURSES SUBJECT TO THIS PRICING
Adobe Photoshop
Adobe Illustrator
Adobe Acrobat
Adobe InDesign
MS Front Page
PageMaker

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7	\$220	\$110
8	\$220	\$110
9	\$220	\$110
10	\$220	\$110
11	\$220	\$110
12	\$220	\$110

QuarkXPress

Minimum of 5 students per class

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up To 12 Students	\$1540	\$770
	Maximum of 12 students	

Section 2.10

ATTACHMENT J3

**PRICING - TECHNICAL
Instructor-Led Training
at County Site**

Vendor is to list pricing for the majority of their technical courses.

If vendor does not complete attachments J3 and J4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$275	\$138
2	\$275	\$138
3	\$275	\$138
4	\$275	\$138
5	\$275	\$138
6	\$275	\$138
7	\$275	\$138
8	\$275	\$138
9	\$275	\$138

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10	\$275	\$138
11	\$275	\$138
12	\$275	\$138

Minimum of 8 students per class

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up To 12 Students	\$2200 (per day)	\$1100 (per 1/2 day)
	Maximum of 12 students per class	

Section 2.10

ATTACHMENT J4

PRICING – TECHNICAL

**Instructor-Led Training
at County Site**

**Pricing for Additional Courses that varies
from pricing on Attachment J3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
	\$975	Not Applicable
2	\$350	Not Applicable
3	Minimum 9 students per class	

NAME OF COURSES SUBJECT TO THIS PRICING
--

Cisco Technical Classes

LINUX Technical Classes

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up To 12 Students	\$3150 (per day)	Not Applicable
Up To 12 Students	\$8775 (per day)	Not Applicable
	Minimum of 9 students per class	

LINUX Classes

Cisco Classes

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Section 2.10

ATTACHMENT K1

PRICING - END USER

**Instructor-Led Training
at Vendor Site**

**Vendor is to list pricing for the majority of their end-user courses.
If vendor does not complete attachments J1 and J2 for different pricing, Maricopa County
will assume that ALL pricing for end-user training reflected
in this attachment corresponds to
ALL end-user courses listed on Attachment F.
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$180	\$90
2	\$180	\$90
3	\$180	\$90
4	\$180	\$90
5	\$180	\$90
6	\$180	\$90
7	\$180	\$90
8	\$180	\$90
9	\$180	\$90
10	\$180	\$90
11	\$180	\$90
12	\$180	\$90

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up To 12 Students	\$1080	\$540
	Maximum of 12 students per class	

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at Vendor Site**

**Pricing for Additional Courses that varies
from pricing on Attachment K1
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$240	\$120
2	\$240	\$120
3	\$240	\$120
4	\$240	\$120
5	\$240	\$120
6	\$240	\$120
7	\$240	\$120
8	Minimum of 7 students per class	

NAME OF COURSES SUBJECT TO THIS PRICING
Adobe Photoshop
Adobe Illustrator
Adobe Acrobat
Adobe InDesign
MS Front Page
PageMaker
QuarkXPress

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up To 12 Students	\$1680 (per day)	\$840 (per ½ day)
	Maximum of 12 students per class	

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Section 2.10

ATTACHMENT K3

PRICING – TECHNICAL

Instructor-Led Training

at Vendor Site

Vendor is to list pricing for the majority of their technical courses.

If vendor does not complete attachments K3 and K4 for different pricing, Maricopa County will assume that ALL pricing for technical training reflected in this attachment corresponds to

ALL technical courses listed on Attachment F.

(price includes training manuals)

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$300	\$150
2	\$300	\$150
3	\$300	\$150
4	\$300	\$150
5	\$300	\$150
6	\$300	\$150
7	\$300	\$150
8	\$300	\$150
9	\$300	\$150
10	\$300	\$150
11	\$300	\$150
12	\$300	\$150

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up To 12 Students	\$2400 (per day)	\$1200 (per day)
	Minimum of 8 students/Maximum of 12 students	

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Section 2.10

ATTACHMENT K4

PRICING – TECHNICAL

**Instructor-Led Training
at Vendor Site**

**Pricing for Additional Courses that varies
from pricing on Attachment K3
(price includes training manuals)**

INDIVIDUAL RATE, PER PERSON PRICING		
Number of Students	Price per class Full Day	Price per class Half Day
1	\$400 (per day)	\$200 (per ½ day)
2	Not Offered	Not Offered
3	Minimum of 9 students in LINUX classes	

NAME OF COURSES SUBJECT TO THIS PRICING
LINUX Technical Classes
Cisco Technical Classes

GROUP PRICING		
Number of Students	Full Day per class	Half Day per class
Up To 12 Students	\$3600 (per day)	\$1800 (per ½ day)
	Not offered	Not offered
	Maximum of 12 students for Linux technical classes	

Linux Technical Classes
Cisco Technical Classes

Section 2.10

ATTACHMENT L

PRICING

**Self-Paced, Computer-Based or Web-based Training
INDIVIDUAL RATE, PER USER PRICING**

	<u>Name of Course</u>	<u>Regular List Price</u>	<u>% Discount for the County</u>
1	Pricing is determined by type of license purchased:		
2	Single User License -Available in CD or access online thru Internet for use by one user.	See enclosed catalog or go to Training To YOU's E-Learning website at www.tty.onlineexpert.com for pricing	County discount is 9% off listed prices

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3	Business User CD License -One time purchase of course, unlimited use of CD for training, CD may not be duplicated, CD required to access training	See enclosed catalog or go to Training To YOU's E-Learning website at www.tty.onlineexpert.com for pricing	County discount is 9% off listed prices
4	Business User Online License -One-time annual \$2500 platform fee required for 1-499 users, \$5000 for 500+ users. One time purchase of course, unlimited online users, Content and LMS hosted by Learn Key	See enclosed catalog or go to Training To YOU's E-Learning website at www.tty.onlineexpert.com for pricing	County discount is 9% off listed prices
5	Business User Network License One-time annual \$2500 platform fee required. One time purchase of course, unlimited online users, Content and LMS hosted purchaser	See enclosed catalog or go to Training To YOU's E-Learning website at www.tty.onlineexpert.com for pricing	County discount is 9% off listed prices
6	NOTE: Cisco classes are priced at single user pricing only		
7			
8			
9			
10			
6			
7			
8			
9			
10			

Section 2.11**ATTACHMENT N****Other Products and Services**

	Regular List Price	% Discount for the County
1 Consulting	\$135	15%
One-on-one training/tutoring	\$100	15%
2 Custom applications	\$100	15%
3 Classroom Rental (with PC systems (12 + instructor's and projection system)	\$800	15%
4 Courseware Development	\$100 (per hour)	15%
5 Courseware Customization	\$100 (per hour)	15%
6 Courseware Manuals:	<u>Each</u>	
Up to 4 books of same title	\$25	15%
5 to 20 books of same title	\$20	15%
21 to 50 books of same title	\$19	15%
51 or more books of same title	\$13	15%

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7	Courseware Licenses		
	Up to 5 Licenses (per license ,per yr)	\$1275	10%
	6 to 9 Licenses (per license, per yr)	\$1145	10%
	10-14 licenses (per license, per yr):	\$1080	10%
	15 or more licenses (per license, per yr)	\$1020	10%

VENDOR IS REQUESTED TO PROVIDE THIS INFORMATION.
THIS ATTACHMENT **WILL NOT** BE INCLUDED
IN THE EVALUATION PROCESS.

PRICING SHEET S073708/B0608675/NIGP 92091

Terms: 2% 10 DAYS NET30

Vendor Number: **W000004654 X**

Telephone Number: 602/266-1500

Fax Number: 602/266-1555

Contact Person: Jonathan Marschall

E-mail Address: jmarschall@trainingtoyou.com

Company Web Site: www.trainingtoyou.com

Certificates of Insurance Required

Contract Period: To cover the period ending **January 31, 2009**.